

JASON GREEN

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SUMMARY

Operations and program leader with 10+ years managing cross-functional initiatives across product, data, and customer-facing teams in SaaS and ecommerce. Built Shopify's support experimentation practice from the ground up as the founding data lead, work that contributed to \$34M+ in revenue impact. I design processes and build reporting infrastructure (SQL, BigQuery, Looker Studio) that move decisions from gut to data, and I bring modern tooling, including AI-assisted workflows, into how teams actually work.

SKILLS

Data & Analytics: SQL, Google BigQuery, Google Looker Studio, Data Visualization, A/B Testing, Experimentation Design

Automation & AI: Google Apps Script, Workflow Automation, LLMs, Prompt Engineering, Agentic Workflows, Process Mapping

Operations & Strategy: Cross-Functional Program Management, KPI Development, Process Optimization, Stakeholder Enablement, SOP Development

Leadership: Team Coaching (25+ direct reports), Product Launch Coordination, Vendor Management, Resource Development

EXPERIENCE

July 2025
Present

● Independent Developer & AI Engineer

Self-Directed

- Designed and shipped a full-stack, LLM-powered web application (FastAPI + React on Google Cloud Run) using retrieval-augmented generation (RAG), layered prompt engineering, structured JSON output, and agentic workflows
- Built a unified development environment with GitHub, MCP servers, custom AI agent instructions, and scoped memory, plus coding, Git, and documentation standards across Flutter, Astro, and Python projects
- Published a cross-platform Flutter app and a portfolio site (jasongreen.biz), both live and in active use
- Deepened hands-on AI engineering while refocusing toward operations and program management work where the impact is on the people using it

April 2023
July 2025

● Senior Manager, Experimentation Solutions

Shopify

- One experiment around merchant migration kept \$24M+ in GMV from being lost during a platform transition
- Experimentation work contributed to the launch of Shopify Growth Advisors, a program projected to generate ~\$10M in net revenue
- Built 20+ Looker Studio dashboards used by 1,000+ stakeholders across 4 product teams, 3 data teams, and 5 operations teams, from support leads to VPs
- Handled ad hoc data requests in SQL and BigQuery, translating business questions into queries and decision frameworks
- Ran quarterly business reviews with cross-functional stakeholders, combining qualitative research with quantitative data to guide product and operations decisions

March 2021
April 2023

● Product Operations Specialist, Product Launch

Shopify

- Led end-to-end program management for the Checkout Migration support initiative. Coordinated 15+ product teams (managed 5 directly) to migrate 50,000+ Plus merchants representing \$200B+ in annual GMV without disruption

- Ran 2 major mission launches (Checkout Migration, Shopify B2B) and 30+ individual product launches, ensuring smooth handoffs and aligned communication across internal teams
- Created support resources and tooling used by 1,500+ internal agents and accessible to over 1M Shopify merchants
- Built reporting infrastructure from multiple data sources so support, operations, and product leadership could stay aligned without chasing people for updates
- Provided ongoing product research and launch insights to Product Leadership and Product Managers

May 2020
March 2021

- **Support Advisor**
Shopify

- Mentored 7+ colleagues. 3 became Team Leads or Support Leads, 2 moved into Knowledge Management and Analyst roles
- Ran process improvement initiatives and helped newer colleagues ramp up through shadowing and 1:1 coaching

May 2019
May 2020

- **Part Support Coordinator**
Napoleon Appliance Company

- Designed one-click approval workflows using Google Apps Script that saved leadership 5+ hours per day
- Pulled together data from multiple departments to produce the annual replacement parts catalog (7,000+ parts, 140+ product lines)
- Documented the full CAD design workflow with process maps and training materials so new hires could produce consistent work

November 2017
May 2019

- **Product Advisor**
Napoleon Appliance Company

- Built internal tooling that cut a 15-minute per-case workflow to ~20 seconds. Order accuracy improved ~65% and RMA/return errors dropped significantly
- Handled the highest volume of warranty claims on the team across live chat, phone, and email
- Closed communication gaps between QA, support, and the manufacturing team in Guangzhou, making it easier to flag quality issues and reach faster resolution

February
November 2017

- **Program Coordinator**
Transcom North America

- Delivered 5+ recurring client reports, including weekly and quarterly business reviews for executive stakeholders
- Created live reporting documentation for vendor management
- Built repeatable KPI processes for an operation with 700+ support employees and 15+ leaders

May 2015
February 2017

- **Team Leader**
Transcom North America

- Managed the largest team in the organization (~20 agents, double the standard size). Hit performance targets while developing people for their next roles
- Cut attendance issues by 20% through coaching, schedule adjustments, and direct accountability
- Ran daily feedback sessions with 25 agents focused on live interaction quality

EDUCATION

Call Center Management | Transcom North America | 2016

Leadership Development, KPI Development, Employee Development