

EBONY PASTER

LONG BEACH, CA • ebony.paster@gmail.com • ebonypaster.com

Product and program leader with a track record of driving SaaS and EdTech outcomes, from discovery through launch and iteration. Skilled at translating user research for cross-functional input into clear roadmaps, prioritized backlogs, and measurable improvements in metrics like completion rates and net revenue retention. Known for aligning stakeholders, navigating ambiguity, and using data to inform product strategy and execution.

AREAS OF EXPERTISE

*Agile Product Delivery | Vendor Management | Process Optimization | Product Roadmapping | Risk Mitigation
Stakeholder Management | Prioritization Frameworks | User Interviews | Data-Informed Decision Making*

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

Modern Classrooms Project – Remote

12/2024 - 07/2026

Product Manager (Director of Learning Design)

- Owned the end-to-end product lifecycle for 3 user training platforms, serving ~2,500 users across 14 cohorts and 4 programs, from ideation and Figma wireframing through UAT.
- Conducted user interviews to uncover experience gaps, implementing qualitative UX iterations that increased the flagship program course completion rates by 7% across 2 programs.
- Governed the first Salesforce-to-Resource Hub enrollment workflow for a new program, creating a reliable system-of-record across both participant and non-participant stakeholders on existing infrastructure.
- Created and aligned Programs and Innovation teams' roadmaps, ensuring technological investments matched business goals, reduced duplicate work, clarified cross-team communications, and realigned delivery times for more predictable launches.
- Designed and implemented an AI-driven content upload tool that reduced upload time by 25%, standardized quality controls, and made the workflow accessible to a broader set of contributors for scalable, efficient resource management.

Subject Technologies, Inc. – Beverly Hills, CA

04/2022 - 08/2024

Senior Product Manager | Senior Learning Design Manager

- Boosted user satisfaction by 30% through data-driven feature and curriculum development, directly impacting client renewal and program engagement.
- Launched and iterated on features to achieve a 62% increase in Net Revenue Retention, marking the company's first 100% NRR year due to stakeholder-driven priorities.
- Launched a 100-course credit recovery product that increased completion rates by 125% through strategic process improvements and innovative course design.
- Orchestrated collaborative sessions amongst engineers, designers, customer success teams, and business partners to prioritize roadmap updates and track delivery milestones.

Alliance College Ready Schools & Teach For America – Los Angeles, CA

08/2016 – 04/2022

District Curriculum Lead | Founding Mathematics Teacher

- Developed Course Curriculum Maps and Assessments for 17 high schools for program alignment; created intervention programs that increased student proficiency by 3 grade levels.

EDUCATION

Brown University Bachelor of Arts (BA): Dual Concentration
Business, Entrepreneurship, & Organizations (Economics); Education (Human Development)

Loyola Marymount University Master of Arts (MA): Urban Education – Digital Learning

SKILLS, TOOLS, AND CERTIFICATIONS

Technical: SQL, HTML, A/B Testing, UAT

Tools: Airtable, LMS Platforms, Salesforce, Intercom, Zapier, Asana, Linear, Figma

Certifications: Project Management Professional (PMP) – PMI, Certified ScrumMaster (CSM) – Scrum Alliance