

SARAH SABANIS

PROJECT MANAGER | PRODUCT & TECHNOLOGY OPERATIONS | AGILE & PROCESS IMPROVEMENT

[LinkedIn Profile](#)

Project and Product Leader with 10+ years of experience in product management, technology initiatives, and agile project management. Skilled at leading cross-functional teams, managing 5–7 concurrent projects, and delivering SaaS solutions on time and within budget. Experienced in collaborating with C-level stakeholders to align projects with organizational goals.

Proven record of driving process improvement and change management, completing 20+ enterprise initiatives, and building 145+ training and documentation resources to streamline onboarding and adoption. Recognized for saving \$250K annually through vendor optimization and tooling consolidation.

Certified in PMP, Scrum, and Agile Leadership, with expertise in Jira, Pendo, Confluence, AI- and metrics-driven project and product execution. Adept at leveraging analytics and documentation to boost efficiency, employee enablement, and product adoption across enterprise environments. AI champion and fluent in ambiguity.

AREA OF EXPERTISE

- ✓ Agile Project Management (Scrum & Kanban)
- ✓ Product & Technology Operations
- ✓ Change Management Leadership
- ✓ Process Improvement & Change Management
- ✓ AI Prompt Engineering
- ✓ Design Operations
- ✓ Cross-Functional Team Leadership
- ✓ SaaS & UCaaS/VoIP Solutions
- ✓ Training, Documentation & Onboarding
- ✓ Data Analysis & Metrics-Driven Strategy
- ✓ Technology Integration & Implementation
- ✓ Learning & Development Program Design

CAREER HIGHLIGHTS

- **Process Improvement Leadership:** Completed 20+ company-wide process improvement projects, saving \$250K annually by eliminating tooling redundancies and negotiating vendor contracts.
- **Product & Feature Development:** Managed 600+ in-app feature requests over 3 years, influencing the roadmap and delivering 10+ customer-requested features each quarter.
- **Product Management:** Owned cross-functional SaaS delivery (briefs, acceptance criteria, and steady coordination across design, engineering, QA, and GTM) with analytics to support adoption and clear prioritization from intake through release.
- **Program Management:** Served as program manager on a usage and billing initiative, tracking dependencies, RAID items, blockers, and release readiness across teams so billing-related changes shipped with minimal customer disruption and clean handoffs between product, engineering, business technology, and finance.
- **Agile Project Management:** Oversaw the Design System and Component Library, running Scrum ceremonies for cross-functional teams and ensuring timely delivery across Product & Technology.
- **Data-Driven Product Adoption:** Built 8+ Pendo analytical reports and 20+ in-app guides to increase usage of underutilized features and drive adoption of new releases.
- **Training & Documentation Excellence:** Created 145+ knowledge articles, 30+ videos, and 2 company-wide training modules with a 100% completion rate and average learner score of 95%.
- **Change Management Impact:** Led change management initiatives across Product, Technology, Marketing, and Sales, providing training, retrospectives and process re-design to improve workflows.
- **Cross-Functional Collaboration:** Partnered with 34 teams to update documentation and optimize internal processes, improving onboarding and retraining effectiveness company-wide.
- **Stakeholder Engagement:** Partnered with senior leadership and C-level executives to align project priorities, communicate progress, and drive adoption of process improvements.
- **Team Leadership & Culture:** Organized biweekly virtual team-building sessions that improved cross-department collaboration, morale, and engagement.

PROFESSIONAL EXPERIENCE

PROJECT MANAGER II

Nextiva, Scottsdale, AZ - Remote

Apr 2022 – Apr 2026

- **Product Management:** Drove development of new product features, writing product briefs and acceptance criteria while coordinating design, engineering, QA, and sales to deliver customer-requested functionality.
- **Agile Leadership:** Ran Scrum ceremonies for cross-functional teams, managing dependencies and blockers to ensure on-time project delivery.
- **Feature Development & Adoption:** Managed 600+ in-app feature requests, influencing the roadmap and enabling 10+ customer-requested features per quarter; built 8 Pendo reports and 20+ in-app guides to increase adoption of underutilized features.
- **Process Improvement & Change Management:** Led 20+ company-wide process improvements, redefining intake workflows, training 50+ employees, and driving cross-departmental change initiatives.
- **Training & Documentation:** Produced 145+ articles, 30+ videos, and 2 training modules with 100% completion and 95% average learner scores, improving onboarding and retraining effectiveness.
- **Cost Optimization:** Identified tooling redundancies and renegotiated vendor contracts, achieving \$250K+ in annual savings.
- **Cross-Functional Collaboration:** Partnered with 34 teams across Product, Technology, Marketing, and Sales to document processes and align workflows, enhancing efficiency across departments.
- **Risk & Project Controls:** Maintained RAID logs, hosted retrospectives, and proactively addressed project risks and blockers to keep projects on track.

SENIOR ENROLLMENT SERVICES COORDINATOR

Wake Forest School of Medicine, Winston-Salem, NC

Aug 2015 – Apr 2022

- **Admissions Operations:** Directed the review of 10,000+ applications and 500+ interviews annually, designing evaluation rubrics, maintaining detailed applicant records, and analyzing admissions data to improve decision-making and program efficiency.
- **Program Management:** Managed the visiting student program for 1,000+ MD/DO students each year, leading catalog creation, decision correspondence, orientation, and onboarding in collaboration with residency coordinators and faculty.
- **Training & Instructional Design:** Built and deployed training modules for prospective students and faculty using instructional design theory, enhancing applicant preparedness and interviewer evaluation consistency.
- **Process Standardization & Compliance:** Developed SOPs and process documentation to ensure consistent service delivery across departments while adhering to FERPA and institutional compliance standards.
- **Communications & Outreach:** Expanded the medical school's visibility by executing social media and marketing initiatives that increased program reach by 300% in the first year; authored and distributed monthly administrative newsletters.

EDUCATION

Master of Education (M.Ed.), Training and Development

North Carolina State University - Raleigh, NC

Bachelor of Science (B.S.), Management (Human Resources Concentration)

Clemson University - Clemson, SC

CERTIFICATIONS

- Project Management Professional (PMP) · PMI
- Certified ScrumMaster (CSM) · Scrum Alliance
- Certified Agile Leader I · Scrum Alliance
- Atlassian Certified in Managing Jira Projects for Cloud · Atlassian
- Building AI Products: Understanding the Workflow Professional Certificate · LinkedIn Learning
- Career Essentials in Generative AI · Microsoft
- Build Your Generative AI Productivity Skills with Microsoft and LinkedIn · Microsoft
- Microsoft Copilot for Productivity · Microsoft
- Microsoft Azure AI Essentials Professional Certificate · Microsoft
- Responsible AI Foundations Professional Certificate · All Tech Is Human
- AI for Managers · Microsoft
- Building AI Products: Security Essentials Professional Certificate · LinkedIn Learning