

Kyle Poupore

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Senior Director of Product Management & Operations

As Senior Director of Product Management and Operations, I lead initiatives across internal teams, enterprise client engagements and end user / consumer solutions. Leveraging over 15 years of experience in delivery, product management, analytical decision making, and artificial intelligence. My work focuses on fostering innovation and operational excellence to deliver impactful solutions that align with organizational goals.

Leading cross-functional teams, I contribute to the transformation of business and product operations, emphasizing scalable go-to-market strategies and meaningful adoption analytics. I am driven by a commitment to collaboration and designing thoughtful solutions that enable successful outcomes for both internal teams and clients. Partnering with SMEs and business partners as well as engineering, user experience and research teams to improve how people work and elevate the moments that matter.

SKILLS

Product Leadership and Strategy: Product Strategy | Product Roadmap Planning | Product Discovery | Product Lifecycle Management | Portfolio Management | Go-to-Market Strategy | Stakeholder Alignment | Executive Communication | Customer Journey Optimization | UI/UX Design | Digital Engagement | Change Management & Adoption | HCM Platforms | Talent / HR Technology

Technology, Data and Innovation: Artificial Intelligence (AI) | Machine Learning (ML) | Generative AI (GenAI) & LLMs | Agentic AI / Agents | Natural Language Processing (NLP) | SaaS Platforms | Reporting & Analytics | Metrics Tracking & Analysis | KPI Development | Data-Driven Decisioning | JIRA | Confluence | SharePoint | Pendo | Figma

Execution, Delivery and Operational Excellence: Program Management | Agile / Scrum | CSM Certified | Solution Design | Cross-Functional Team Management | Partner Engagement | Operations & Organizational Efficiency | Process Improvement | Cost Reduction

PROFESSIONAL EXPERIENCE

ADP 2021 - Present

Senior Director of Product Management & Operations - Saas, 2024 - Present

Senior Leader in the product management organization for ADP's largest platform offering, *Lyric HCM* (full suite HR and Talent Management for global enterprise organizations). Responsible for strategic initiatives and AI throughout the product as well as running operations across our product team and internal business partners.

- Launched 10 new AI based product offerings to differentiate ADP in the market, focused on advanced platform usability and reducing client's internal operational efforts through employee self-service: Significantly contributing to winning the Top HR Product of 2025 award, a 2026 BIG Innovation award, and a design patent for one of our most comprehensive AI experiences
- Lead cross-department initiatives to increase operational efficiency, improve collaboration models, elevate our go-to-market process and enhance client request intake management: Resulting in higher quality releases, improved client engagement and sentiment, increased internal readiness and a reduction in our client services team's post-release support
- Spearheaded product analytics initiative across 7 business lines to provide visibility of product health with quantifiable value propositions and baseline feature adoption and client engagement metrics: Targeting improvement to our strategic roadmap planning and enhancing the business's ability to provide strategic consultative services to our clients

Director of Product Management - HR Technology, 2021 - 2024

Product Leader responsible for strategy, execution, and global rollout of internal HR solutions focused on enhancing the quality and efficiency of internal HR operations and improving our employee experience. Leveraged employee data, solution analytics and HR domain expertise to define high-impact roadmaps aligned with our strategic HR priorities.

- Championed AI within HR Department, helping leadership and business partners across 5+ business units understand the

art of the possible and translate it into actionable plans and initiatives

- Significantly increased KPIs of employee self-service chat assistant: +20% in user adoption, +200% in chat volume with 4 out of 5 average satisfaction rating, resulting in an average reduction of HR support requests by 1000 cases per month

Amelia, SoundHound AI (previously IPsoft) 2017 - 2021

Product Delivery & Operations Manager – Conversational AI and Automation

Manager leading conversational AI strategy for top-tier enterprise clients across banking, insurance, healthcare, HR and IT. Owning definition of scalable architecture, UX strategy, and multi-channel deployment frameworks for clients while partnering internally with platform engineering to convert client needs into broadly adopted product enhancements. Directly managing cross-functional team of 10, including business analysts, developers and designers. Directing US delivery department operations, training, and resource planning across 6-8 delivery teams.

Avanade (previously Infusion) 2016 - 2017

Program Manager, Consultant – Digital/Business Innovation Services

Contract position leading multiple Big Data / Analytics / Business Intelligence engagements for a key enterprise client, including cross-functional team management and financial management.

Razorfish 2015

Program Manager, Consultant – Digital Marketing/Transformation Services

Contract position leading a large, cross-functional program designing and building an owner's portal for Mercedes Benz across web and mobile.

Avanade (previously Infusion) 2015

Program Manager, Consultant – Digital/Business Innovation Services

Contract position leading multiple user experience projects across web, mobile and AI / virtual reality from ideation through design and delivery, including financial management and contract extensions / upsells.

Fulcrum Digital (previously Redstage Networks) 2013 – 2015

Director, Client Services & Delivery – eCommerce Solutions

Leader of delivery discipline in a growing eCommerce agency; defining the working model and processes, hiring, training and growing the department from 0 to 10 project managers. Leading execution across all clients including new engagements and ongoing maintenance.

Additional Relevant Experience

Usablenet, Inc.

Team Lead, Project Management – Digital Transformation and Accessibility

Rizvi Schools, Brazil

English Teacher – Teaching

LiveTechnology Holdings, Inc.

Project Manager – Marketing Technology

EDUCATION AND HONORS

Bachelor of Arts in Business Communications & Marketing, Summa Cum Laude

University at Buffalo, Buffalo, New York

- National Society of Collegiate Scholars
- Phi Beta Kappa Academic Honor Society
- Lambda Pi Eta Communications Honors