

GAIA REBAI

PRODUCT MANAGER & CUSTOMER SUCCESS

Boston, MA, 02111 | rebaigaia@gmail.com | 857-313-5205 | [linkedin.com/in/gaia-rebai](https://www.linkedin.com/in/gaia-rebai) | [AI Projects](#) | STEM OPT

Product and implementation professional with experience building and improving SaaS and AI-driven products. Strong in data analysis, experimentation, and translating customer and business needs into clear product requirements. Hands-on experience working with and building AI-driven solutions, with a strong client-facing approach.

PROFESSIONAL EXPERIENCE

Implementation Manager

December 2025 - Ongoing

Workable llc | Boston, MA

- Managed simultaneous onboarding for mid-market accounts (Avg. 1K MRR; 4 weeks cycle), overseeing data migration, API integrations, SSO configurations and customized vs. standardized implementation paths.
- Served as primary client contact and CS partner, applying a value-based prioritization framework to sequence accounts and adapt implementation agenda to each client's operational priorities.

Chief Product Officer

Oct 2025 - Ongoing

Project Path AI llc | Boston, MA

- Defined and executed product roadmap for an AI operating system, providing strategic and technical direction to a team of 10 engineers. Owned end-to-end client relationships across 12 pilot programs and focus groups.

Agile Project Manager

Sep 2024 – Dec 2025

Technology Exchange Lab Inc | Cambridge, MA

- Managed a portfolio of international green-tech projects (total \$400K), orchestrating execution from planning to delivery, including localized adaptation for regional relevance and capacity-building for over 20,000 beneficiaries.

Change Manager Intern Consultant

Jan 2025 - May 2025

Hospice of New York llc | New York, NY

- Conducted stakeholder research to diagnose a technology adoption failure and delivered a full change management strategy, improving care data capture while preserving human connection.

Technical Project Manager

Aug 2020 - Dec 2023 (concurring)

Promeco S.p.A. | Como, IT

- Owned full project lifecycle for waste recycling plant installations (avg. \$5M, up to \$12M), coordinating engineers, software developers, external suppliers and client communications from assembly through compliance.
- Reduced project delays by 30% through structured timeline management and proactive customization planning, ensuring on-time delivery of complex turnkey plants installation.

Market Access Specialist

Aug 2020 - Dec 2023 (concurring)

Independent Consultant | Como, IT

- Advised Italian SMEs on post-COVID technology adoption, conducting competitive analysis, investment feasibility assessments and market technology evaluation to support strategic decision-making.

EDUCATION

Master of Science in Business Analytics (GPA: 4.00)

Jan 2024 - May 2025

Suffolk University, Sawyer Business School | Boston, MA

- Completed two Master's degrees simultaneously in 18 months with Outstanding Academic Achievement Award.

Master's in Management and Organizational Leadership (GPA: 4.00)

Jan 2024 - May 2025

Suffolk University, Sawyer Business School | Boston, MA

Bachelor of Science in Business Administration

Sep 2020 - Sep 2023

Bocconi University | Milan, IT

SKILLS

Soft skills: Prioritization, Storytelling, Time Management, Stakeholder management, Cross-functional Leadership

Software: Cursor, n8n, SQL, Python analytics, Power BI, SAP, Figma, Monday, Jira (PMP), Google analytics

Frameworks: Agile, Competitive Analysis, Product Roadmap, SWOT Analysis, A/B testing, Design Thinking, Financial Evaluation