Mido Kabbara

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EMPLOYMENT EXPERIENCE

Shopify, Seattle, Washington

Senior Staff Product Manager, Orders & Returns March 2026–present

- Lead product for the Orders & Returns domain across multiple teams, modernizing the platform and merchant workflows for self-serve and agentic post-purchase experiences.
- Expanded the post-purchase rules system with market-based configuration and more granular controls, alongside native self-serve buyer workflows across cancellations and returns. Rules adoption increased 38% and self-serve adoption increased 57% following rollout.

Senior Staff Product Manager, Merchant Analytics (promoted 2024) 2022–March 2026

- Led the redesign of the entire merchant-facing analytics experience, enabling flexible, cross-domain exploration; report engagement increased 6% year over year, with 13–20% of users combining metrics across data domains.
- Established a shared analytics foundation that accelerated delivery of advanced capabilities, including multi-store reporting, ranking and comparison of top performers, annotations and multi-metric visualizations.
- Built Shopify's first predictive analytics feature.
- Co-invented a graph-based method for identifying the drivers behind business metrics; US Patent 12,639,051, granted in 2026.

Amazon, Seattle, Washington

Senior Product Manager – Technical, Amazon Care 2021–2022

- Owned routing and dispatch tools for in-person care; shipped clinician-workflow and back-end improvements within the first three months to address dispatch defects.

Senior Product Manager, Subscription Boxes 2019–2021

- Led a team across engineering, finance, marketing and operations to launch a new print-on-demand subscription program; the business generated multi-million-dollar sales in year one.
- Developed a three-year product roadmap targeting 3x sales growth through improvements to the customer lifetime experience, and led the development of a new API to increase feature velocity.

Senior Product Manager, The Drop (made-to-order fashion) 2018–2019

- Owned the supply-chain product roadmap for The Drop and built the made-to-order demand-management system, enabling its global launch in June 2019.
- Developed a framework to model the business's risk appetite and evaluate investment options for launch.
- Created a two-year strategy to reduce order-to-delivery time to under two weeks.

Senior Supply Chain Planning Manager, Fashion (MBA rotation program) 2017–2018

- Introduced a portfolio management approach to assess the relative performance of brands and SKUs.
- Built customer experience analytics tools that saved team members 1–2 hours a week on SQL queries, analysis and reporting.
- Partnered with central planning teams to change buying and planning practices across Softlines retail groups, improving service levels and supporting sales growth.

PwC, Kuwait City, Kuwait

Engagement Manager, Strategy & Deals Advisory 2009–2015

- Developed a turnaround strategy, business plan and financial model that helped a bankrupt airline attract investment and restart operations.
- Helped the lead partner negotiate and win PwC's largest global valuation engagement in 2014; managed the automotive valuation and helped develop the client into a priority account with $2.5M+ in total fees that year.
- Led the financial due diligence on a $160M acquisition target for a European internet incubator.
- Restructured an automotive group by developing a strategy to focus on key product segments and streamline operations across 16 legal entities in six countries, helping achieve 15% revenue growth in the first year.

Founder and Project Director, PIN2 Challenge — PwC 2012–2015

- Created and ran a high-school entrepreneurship competition that expanded nationally and became a PwC global flagship initiative, featured in its 2014 Global Annual Review.
- Negotiated to win sponsorship from leading businesses in Kuwait and the Wharton Alumni Club of the Middle East; the Kuwait Government joined as a partner in 2015 to take the competition national after our third successful year.

EY, Kuwait City, Kuwait

Associate, Financial Services Advisory 2008–2009

- Assisted in a strategy review of a major banking group and its global subsidiaries following the 2008 financial crisis, leading to organizational and financial restructuring.

EDUCATION

Rotman School of Management, University of Toronto
MBA, double specialization in Strategy and Finance 2017

Dean's List · GPA 3.75

VP, Entrepreneurship & Venture Capital Club · 2016–2017

Project Leader, Startup Consulting (advised by McKinsey & Company), UofT Consulting Association · 2016–2017

University of Toronto
Honours BA, Economics 2008

INTERESTS

Tennis, reading and travel.