# Contact Information

## Phone Number

## Email Address

## Address

## LinkedIn Profile

## GitHub Profile

## Twitter Handle

## Personal Website

# Summary

Results-driven Product Manager with expertise in Product Strategy, Product Development, and Project Planning. Proven track record of driving growth through data-driven decision making and agile methodologies.

# Work Experience

## Company

GoBaba

## Job Title

Product Designer (Part-Time)

## Location

Tehran, Iran

## Dates

Sep 2016 – Feb 2017

## Description

Designed and delivered a set of designs for driver and customer apps via Sketch in the order of 2 months. Held daily sessions with drivers to maximize speed of product delivery, utilizing agile methodologies to streamline processes.

## Company

Tehran, Iran

## Job Title

Customer Support Specialist

## Location

## Dates

Sep 2014 – Jan 2015

## Description

Served as customer support specialist for a month, gaining key insights. Overhauled support and ticketing processes, reducing response time from 1.5 hours to 35 minutes.

## Company

## Job Title

Co-Founder & Product Manager

## Location

Tehran, Iran

## Dates

Feb 2015 – Dec 2015

## Description

Co-Founded and managed multiple startups including ZOODAR – On-demand Grocery Delivery (Failed), CAFÈ TUES - Find Venues based on Musical Taste (Failed)

## Company

## Job Title

Product Designer (Contract)

## Location

Tehran, Iran

## Dates

Jan 2019 – Mar 2019

## Description

Designed and delivered designs for driver and customer apps via Sketch

## Company

## Job Title

Co-Founder & Product Manager

## Location

Tehran, Iran

## Dates

Jan 2016 – May 2016

## Description

Co-Founded and managed multiple startups including THIS WILL FLY - Affordable Private Jet Charter (Failed)

# Education

## Degree

Bachelor of Software Engineering

## University

Azad University (IAU)

## Graduation Date

2013

# Skills

Product Management

Product Strategy

Project Planning

UX Design

Design Systems

Competitive Analysis

Go-to-Market Strategy

Effective Communication

Technical Problem-Solving

Agile Methodologies

# Specialized Domain Knowledge

Commerce: Conversion Rate Optimization, Abandonment Recovery, Input Form Optimization, Payment Fields Optimization, Urgency Triggers, Post-payment Personalization, Exit-Intent Popups, Express Checkout and Autofill of Customer Information.

AI/ML: LLMs (Large Language Models), Quantization, RAGs (Retrieval Augmented Generation), Agents (CrewAI, AutoGen), LlamaIndex, LangChain, OpenAI API, Ollama, GANs (Generative Adversarial Networks).

Payments: PCI-DSS, SCA, PSD2.0, Card Tokenization & Vaults, Pay-in & Pay-out Process, VCCs (Virtual Credit Cards)

# Tools

Looker

DataDog

Slack

Asana

FullStory

HotJar

Excel

PowerPoint

Word

MetaBase

Google Analytics

Jira

Confluence

Miro

Figma

SQL

# Certifications

Product Management Certification

Agile Methodologies Training

# Tools & Technologies

Sketch

Agile Project Management Tools

Customer Support Software

API Integration

# Personal Projects

Developed and deployed a mobile app using Agile methodologies