

Mahmoud mohammed kamel

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SUMMARY

Product Manager with 4 years of extensive experience in SQL, Figma, and UI/UX. Proven understanding of building and scaling product analytics, marketing, and management initiatives.

EXPERIENCE

Subscription Product Manager | Company A | New York, NY | June 2021 - Present

- Led the implementation and definition of front-end components that make us deliver airline subscriptions x3 times faster without growing the team, as well as escalate and maintain the product more efficiently.
- Created and lead the development of a back-office for airlines to monitor their subscription and for airline agents to manage their subscribers, reducing by 50% of Customer Support manual tasks.
- Implemented agile methodologies that made possible resource estimations as well as the definition, communication of a product roadmap.

Product Owner | Company B | New York, NY | June 2020 - June 2021

- Conducted user research to understand travel behavior in Brazil during the pandemic.
- Ensured product objectives were fulfilled and deliverables met requirements and business expectations.
- Responded to user needs during COVID implementing a cancelation policy filter and a flexible search without date and destination.

Product Owner | Company C | New York, NY | June 2019 - June 2020

- Lead the implementation and negotiation of a new data source for flight status to optimize minimum connection time between flights which increased flight results by 2%.
- Optimized by 10% the flight disruption detection via email scrapping.
- Created a self-service functionality for the end-user, this reduced by 50% the manual task in name correction for customer support team.

Associate Product Manager | Company D | New York, NY | June 2018 - June 2019

- Developed a back-office for clients to self-service the creation of their ads, reduced by 70% percent the manual task of ad creation done by the Customer Success team.
- Lead the definition and implementation of a product to create templates, in this way clients starting self-servicing the ads design and reduce the design team task by 40%.
- Successfully launched the first dynamic campaign in Canada, this diversify our portfolio and became 10% of the company revenue.

PROJECTS

Head Hunter Website E-Commerce | Head Hunter | April 2024 -May 2024

- The business search site is one of the main tools that contribute to facilitating the process of searching for career and business opportunities for individuals looking for employment opportunities. The website provides a digital platform that enables job seekers to access a variety of professional opportunities in various sectors and industries.

EDUCATION

Master of Business and System Management | New York University | Minor in Computer science | 3.88 | New York | 2018

Bachelor of Science in Data Science | New York University | Minor in Data structure & Algorithms | 3.81 | New York | 2016

SKILLS

- Front end (HTML, CSS ,JavaScript)
- Web Responsive
- Web Design