Jacoub Hindi

📞 +1 858 585 1188 | ✉ Jhindi1991@gmail.com | 🌍 San Diego, California 92108 | 🔗 <u>Linkedin</u>

PROFESSIONAL SUMMARY

Product leader with 10+ years delivering SaaS and cloud platforms with a focus on self-service tools, analytics dashboards, and customer experience. Skilled in designing intuitive workflows, data-driven features, and enterprise solutions that improve usability, engagement, and operational efficiency. Experienced collaborating with UX, engineering, and research teams to turn complex systems into simple, user-friendly products.

CORE SKILLS & TOOLS

Product Design Strategy • UX for B2B Tools • Self-Service Portals • SaaS Platforms • Data Visualization • Agile/Lean Delivery • Accessibility Standards • Cross-Functional Collaboration • Jira • Confluence • Figma • Salesforce • AWS • SQL

PROFESSIONAL EXPERIENCE

Director of Product and Delivery
TELCLOUD – San Diego, CA | Aug 2024 – Present
- Designed and delivered self-service portals, automated ticketing, and analytics dashboards for telecom resellers, improving user adoption and cutting support response times by 40%.
- Partnered with UX, engineering, and QA to simplify workflows for resellers and customers managing ordering and provisioning tasks.
- Standardized release cycles and documentation to ensure consistent, usable product updates.
- Oversaw real-time service call management features, giving customers and providers clear, intuitive interfaces to schedule, track, and rate services.
- Managed design and delivery of integrations with Alianza and NetSapiens, improving cross-platform usability and efficiency.

Senior Product Manager (Contract)
Madain Corp – San Diego, CA | Feb 2024 – Aug 2024
- Directed launch of customer-facing features that improved retention by 20% and cut acquisition costs by 25%.
- Collaborated with design teams to build intuitive user flows and interfaces that enhanced usability and engagement.
- Developed product roadmaps with a focus on simplifying complex workflows into user-friendly experiences.

IT Project Manager II
ICW GROUP – San Diego, CA | Aug 2021 – Jan 2024
- Modernized secure portals and Salesforce environments to improve client usability and access.
- Partnered with design and dev teams to deliver cleaner UI, faster workflows, and compliance-aligned experiences.
- Improved delivery velocity by 30% through better requirements definition and design iteration cycles.

IT Project Manager
AXOS BANK – San Diego, CA | Dec 2019 – Jun 2021
- Delivered customer-facing digital transaction and ATM service products with simplified interfaces and improved reliability.
- Designed SLA monitoring dashboards that gave clear visibility into vendor performance.

Senior Product Manager
BUILDFIRE INC – San Diego, CA | Mar 2017 – Dec 2019
- Directed mobile app product development with UX teams, focusing on usability and user retention.
- Launched 20+ enhancements that increased downloads 25% and retention 15%.
- Created structured feedback loops to inform design decisions, raising customer satisfaction from 80% to 95%.

Product Manager
NITROUS SOLUTIONS – San Diego, CA | Feb 2015 – Jan 2017
- Managed SaaS cybersecurity tools with emphasis on simple, self-service interfaces.
- Drove design decisions based on market and user research, increasing revenue by 35%.
- Cut time-to-market by 25% by streamlining design and development workflows.

CERTIFICATIONS
- **IBM Product Manager Professional Certificate**, IBM (Apr 2025)
- **Project Management Professional (PMP)**, PMI (May 2022)
- **Certified Scrum Master (CSM)**, Scrum Alliance (May 2022)
- **Six Sigma Green Belt**, Aveta Business Institute (May 2023)

EDUCATION
- **Leadership & Management for PM Practitioners in IT** – University of Washington (Sept 2020)
- **Bachelor's in Finance & Economics** – Hashemite University (Sept 2014)