

MEHDI SHAYEK

Product Operations & Customer Experience Specialist

+91 6364720760 | mehdishayek@gmail.com | Bengaluru, India | Open to Remote International Roles

PROFESSIONAL SUMMARY

Product operations specialist with 2+ years owning enterprise incident triage for Fortune 500 SaaS customers (OpenAI, Google, MongoDB, Stripe, CrowdStrike). Expert in P0/P1 incident lifecycles, cross-functional coordination, and building scalable SOPs that reduce escalations. Skilled with Okta, Workato, S3, and Zendesk. Seeking remote international product ops or CX operations role.

PROFESSIONAL EXPERIENCE

CUSTOMER EXPERIENCE & OPERATIONS SPECIALIST — [Klarity.ai](#)

2024–Present | Bengaluru / Remote

- Owned incident triage for 12+ Fortune 500 customers via Slack Connect; managed full lifecycle (intake → resolution → stakeholder comms) with 95%+ SLA compliance.
- Identified recurring issue patterns and fed predictive analytics to Product/Engineering roadmaps, reducing repeat escalations.
- Led P0/P1 incidents (MeridianLink December close: 71 data fixes; MongoDB auth outages); drove cross-functional RCAs with clear timelines.
- Formalized SSO/access workflows for Stripe and Zuora, resolving 90% of login issues; reduced time-to-unblock by 40% globally.
- Administered Okta for 200+ global users; ensured authentication configurations and incident response for identity blockers.
- Led beta testing of Klarity AI "Coach" product, validating workflows and contributing to 90% stability improvement pre-GA.
- Built incident workflows using Workato, S3, Zendesk; synthesized technical root causes into executive-level narratives.

QUALITY CONTROL SPECIALIST — Deluxe Media Entertainment

2021–2023 | Bangalore

- Performed QC for streaming platforms (Netflix, Disney+, Prime Video), ensuring strict compliance with platform-specific technical and content standards.
- Troubleshoot video encoding and formatting issues; mentored new QC recruits on workflow processes and quality tools, reducing rework rate by 15%.

CONTENT STRATEGIST — Earthly Farms Ltd

2021–2022 | Remote

- Built 12-month content marketing calendar; analyzed monthly conversions and optimized messaging.
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SKILLS

Product & Operations

Incident triage and management (P0/P1), SLA and TAT management, root cause analysis (RCA) and post-mortems, cross-functional stakeholder coordination, SOP and workflow design, process optimization, predictive analytics, beta testing and product feedback.

Tools & Platforms

Zendesk, Workato, Amazon S3, Okta (SSO/IAM administration), Slack, Email/Slack Connect, Linear, QC and video production software.

Domains

SaaS customer operations, enterprise incident response, SSO and authentication troubleshooting, document automation and AI workflows, streaming media quality assurance, identity and access management.

Languages

English (fluent), Hindi (fluent), Malayalam (fluent).

EDUCATION

Diploma in Graphic Design

AIDA School of Design, 2022–2023

Diploma in Visual Communication

New Horizon PU College, 2020–2022

Pre-University Commerce (Marketing)

New Horizon PU College, 2016–2018

CERTIFICATIONS & RECOGNITION

- Lead beta tester, Klarity AI "Coach" product (pre-GA, 2025)
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References available upon request.