

# MEHDI SHAYEK

## Product Operations & Customer Experience Specialist

+91 6364720760 | [mehdishayek@gmail.com](mailto:mehdishayek@gmail.com) | Bengaluru, India | Open to Remote International Roles

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## 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.

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## 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.
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### 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%.
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## 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).

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## 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

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## CERTIFICATIONS & RECOGNITION

- Lead beta tester, Klarity AI "Coach" product (pre-GA, 2025)

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References available upon request.