Name: Intekhab Ahmad

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DOB: 16th August, 1983

Personal Detail:
Father's Name– Iftekhar Ahmad
Education Qualification –
- ➢ *BBA- 2005*
- ➢ *E-MBA*
- ➢ *Product Owner Business Analyst, Project Management*

Marital status: Married
Countries Traveled: UAE, Saudi Arab, Iran, Bahrain, Morocco, Malaysia, Singapore, Thailand

Countries Worked in so far- Morocco, Malaysia, UAE, Saudi Arabia, United States and Europe
Language Known: English, Urdu, Arabic
Passport-P4842471

Nationality: Indian
Residence- Morocco and India

Intekhab Ahmad

I am an experienced **Product Owner** with a proven track record of delivering impactful **call center technologies** and **Generative AI solutions** across the **airlines, hospitality (hotels), and Banking and financial services** industries. I specialize in driving product development through **Agile Scrum methodologies**, ensuring high-value delivery while maintaining a customer-centric approach.

In my role, I have successfully combined **domain expertise** with **technical innovation** to optimize operational efficiency, enhance customer experiences, and deliver measurable business outcomes. Key highlights of my experience include:

Generative AI Solutions

- **AI-Powered Chatbots**: Implemented advanced Generative AI chatbots to automate customer support, improve self-service capabilities, and reduce agent workload.
- **Voice Recognition & NLP**: Enhanced IVR systems with voice recognition tools and natural language processing (NLP) to streamline call routing and transcriptions.
- **Predictive Analytics**: Leveraged AI to forecast call volumes, optimize agent staffing, and proactively address customer needs.
- **Content Automation**: Deployed Generative AI for knowledge base creation, personalized customer communication, and agent-assist tools to increase productivity and satisfaction.

Call Center Technologies

- **CRM Systems**: Extensive experience with platforms such as Salesforce, Zendesk, and Microsoft Dynamics to centralize customer data and streamline workflows.
- **Contact Center Platforms**: Worked with Genesys, Avaya, Cisco Unified Communications, and Amazon Connect to improve call routing, agent performance, and customer resolution times.
- **Analytics & Reporting Tools**: Utilized Power BI, Tableau, and Excel to track key metrics (AHT, FCR, CSAT) and translate insights into actionable strategies.

Agile & Scrum Methodologies

As a Product Owner in **Agile Scrum environments**, I have:

- Led sprint planning, backlog grooming, and sprint reviews to ensure alignment with business priorities.
- Collaborated closely with **cross-functional teams** (developers, QA, UX/UI designers, and stakeholders) to deliver value iteratively and incrementally.
- Created and prioritized **user stories**, epics, and product roadmaps that address customer pain points and align with business goals.
- Fostered a culture of transparency, continuous improvement, and stakeholder engagement to maximize product success.

By bridging **business objectives** with **technical solutions**, I excel in delivering transformative products that improve **contact center operations** and elevate **customer experiences**. My ability to integrate **Generative AI** with traditional technologies, paired with my deep understanding of Agile processes, positions me to drive innovation and deliver value in dynamic, fast-paced environments.

Payment Solutions

- **Banking and Retail**: Delivered end-to-end payment solutions for **banking** and **retail** industries, focusing on seamless transactions, security, and customer convenience.
- **Digital Wallets & Mobile Payments**: Integrated cutting-edge payment technologies, enabling contactless transactions and improving customer satisfaction.
- **Compliance & Security**: Ensured adherence to industry standards such as PCI-DSS and implemented secure payment systems to protect sensitive data.
- **Cross-Channel Payments**: Designed solutions to enable unified payment experiences across in-store, online, and mobile channels.

Order to Cash Process:

Streamlining the O2C cycle, improving efficiency, enhancing customer satisfaction, and driving business outcomes through Order Processing Time reduction, Reduction in DSO (Days Sales Outstanding), improve CSAT, increase NPS

Key Responsibilities as a Product Owner

- Define Product Strategy and Vision:
- Responsible for working with Agile Team and other stakeholders to define stories and prioritize the Team Backlog in support of the product roadmap
- Responsible for supporting the organization's mission, operations, structure, and goals; for streamlining the execution of program priorities in support of business agility and product market trends
- Collaborates with business management on multiple products with business knowledge to identify short and long-term business priorities using Lean Agile thinking and representing the voice of the customer
- Practices Lean/Agile leadership; contributes to vision and Program backlog; heavily involved in program backlog refinement, preparation for Program Increment planning, and participation in planning events; owns team backlog and implementation; accountable for effective product backlog management
- Defines and explicitly communicates the Product Goal; creates, orders, and clearly communicates Product Backlog items apart from ensuring that the Product Backlog is transparent, visible, and understood.
- Defines and drives iteration goals and content via prioritized stories; builds, edits, and maintains the Team Backlog of user stories, defects, and enablers; primary responsibility for maintaining the flow of just-in-time story elaboration; accepts user stories as done, including validation the story meets acceptance criteria, has appropriate acceptance tests, and complies with the Definition of Done (DoD)
- Participates in the Iteration Retrospective and the Inspect & Adapt workshop
- Responsible for working with stakeholders to define stories and prioritize the Team Backlog in support of the product roadmap; Responsible for supporting the organization's mission
- Responsible for supporting the organization's mission, operations, structure, and goals; for streamlining the execution of program priorities in support of business agility and product market trends
- Maintains the conceptual and technical integrity of the Features or components for the team, and maximizes the value of the product resulting from the work in the product/agile team

- Collaborates with business management on multiple products with business knowledge to identify short and long-term business priorities using Lean Agile thinking and representing the voice of the customer
- Seeks out and interviews customers for user experience feedback and new market trends; illustrates market problems in a story that puts the problems in context
- Practices Lean/Agile leadership; contributes to vision and Program backlog; heavily involved in program backlog refinement, preparation for Program Increment planning, and participation in planning events; owns team backlog and implementation; accountable for effective product backlog management
- Defines and explicitly communicates the Product Goal; creates, orders, and clearly communicates Product Backlog items apart from ensuring that the Product Backlog is transparent, visible, and understood
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Employment Details

Xebia
www.xebia.com
Product Owner   **Nov 2021- June 2024**

R System International
www.rsystems.com   **October 2018- October 2021**
New Delhi- India
Role- Product Owner

Interglobe Technologies   **Nov 2016- Sep 2018**
(Parent Company of Indigo Airlines)
New Delhi- India
Designation- Product Manager

Abeam Consulting   **May 2014- Dec 2016**
Kualalumpur- Malaysia
Associate Project Manager

AL Rostamani Group- Dubai UAE   **Nov 2007- Dec 2011**
Project Cordinator- SAP ECC 6.0