



Hadi Hazimeh

Beirut, Lebanon

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Software product management specialist with relevant bachelor degree, specialization certificate and about two years of professional experience as software product owner and business analyst in the tech industry. Passionate about enhancing efficiency and seeks to exchange my experience and knowledge with diverse teams.

EDUCATION

University of Alberta

Specialization Certificate in Software Product Management

Online, Coursera

Mar/25/2024 - Present

- **Relevant Coursework:** Processes and Agile Practices; Client Needs and Requirements; Planning; Metrics; Capstone.
- **Credential ID:** [Link](#)

Lebanese International University

Bachelor of Business Administration in Management Information Systems

Beirut, Lebanon

Sep/5/2019 - May/1/2022

- **Coursework:** System Analysis; Operation Management; Database; Business Intelligence; Ecommerce, Management.

WORK EXPERIENCE

BLUE.AI Holding Limited

Product Owner, Engineering Department

Beirut, Lebanon

May/5/2023 – Jan/8/2024

- Drafted the Business Requirements Document (BRD) and the Functional Requirements Document (FRD) for the telecommunications services delivery platform (OSS/BSS) software development project. The documents included the preface, project background, project scope, components, feature descriptions, use cases, business rules, business glossary, and wireframes.
- Conducted product benchmarking on competitor features such as bundling, product catalog, partner management, subscription management, subscriber management, billing, network fault management, and integrations.
- Performed business analysis on the service delivery platform (OSS/BSS) ecosystem by defining the roles of mobile network operators (MNOs), communication services providers (CSPs), and subscribers. This analysis also covered direct carrier billing (DCB) transactions, revenue sharing, and billing modules.
- Conducted market research on topics related to telecommunication Value-added Services (VAS), including ring back tones (RBT) and text ring back tones (post my status).
- Participated in roadmap planning, daily scrum meetings, and release management.
- Gained practical experience using Jira software, where I created user stories in the product backlog and managed product sub-tasks by defining status, logging work, estimating time, setting due dates, assigning tasks, and reporting progress.
- Developed expertise in SDLC, agile, waterfall, and V-shaped methodologies.
- Collaborated with cross-functional teams, including sales, solution, development, marketing, and UI/UX, to ensure project alignment.
- Pioneered innovative solutions and generated brilliant ideas.
- Enhanced my interpersonal and communication skills.

Antwerp Technologies S.A.R.L

Business Analyst, Product Team

Tyre, Lebanon

Jul/26/2022 – May/5/2023

- Conducted product benchmarking on the CPaaS/CX software development project, focusing on features such as the campaign management system, API integrations with conversational channels

(WhatsApp, SMS, Web Widget, Viber, Email, and Telegram), chatbot flow builder, template content management, marketing messaging, authentication, billing invoices, payment gateway, and CRM integration.

- Performed business analysis within the CPaaS ecosystem by defining the roles of key stakeholders: WhatsApp Business API provider, Antwerp Technologies platform, enterprises (clients), and end users.
- Conducted market research on topics related to CPaaS, omni-channel marketing strategy, and Customer Experience (CX).
- Developed expertise in SDLC, agile, waterfall, and V-shaped methodologies.
- Collaborated with and supported the sales team in preparing demos.
- Pioneered innovative solutions and generated brilliant ideas.
- Enhanced my interpersonal and communication skills.

References:

- Mohamad Chaaitou, Project Manager/Solution Architect, Contact: 71 223 418
- Hasan Salem, Commercial Manager/CEO, Contact: 76 859 591
- Raneem Tahan, Human Resources Assistant, Contact: 81 673 308
- Mohamad Mashlab, Product Owner/Project Coordinator, Contact: 71 651 457

CERTIFICATIONS

University of Alberta

Client needs and software requirements

Credential ID: [Link](#)

Online, Coursera

May/3/2024

Microsoft Learning

Explore Dynamics 365 Customer Service

Credential ID: [Link](#)

Online, Microsoft

Injaz Lebanon

Innovation Camp in Entrepreneurship

Beirut, Lebanon

Jun/11/2022

SKILLS

- **Software Product Management:** Roadmap Planning, Backlog Management, Sprint Planning, Release Management, Process and Mapping, SDLC, Agile Methodologies, Scrum, Jira.
- **Software Requirements:** User Stories, Features Description, Validation and Rules, Use cases, Wireframe, Story Boarding, Business Rules and Business Glossary.
- **Analytical Thinking:** Business Analysis, Market Research, Competitor Analysis, SWOT Analysis and Product Benchmarking, B2B communication.
- **Database Management:** Create relational databases, Design Schemas, Querying and Extract Data using SQL.
- **Business Intelligence:** Visualize large data sets to support decision makers with storytelling report using Tableau.
- **Programming:** Mobile Application via Android Studio and Website Frontend using Java, Python, JavaScript.
- **Soft Skills:** Problem Solving, Critical Thinking, Communication, Number Aptitude, Visual-Spatial and Reasoning.
- **Microsoft Office:** Word, Excel, Power Point

LANGUAGES

- **Arabic:** Mother Tongue
- **English:** Fluent
- **French:** Beginner

PERSONAL DETAILS

- **Date of Birth:** Mar 19, 1997
- **Living:** Ain Al-Mreish, Beirut, Lebanon