

Alex Bou Antoun

Multimedia Engineer

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Professional Summary

Associate Product Manager with a technical foundation in Multimedia Engineering and hands-on experience in feature validation, sprint authoring, and cross-functional product execution within SaaS environments. Proven ability to translate complex customer requirements into structured delivery, strengthen release quality, and contribute to scalable product initiatives.

Professional Experience

Associate Product Manager – Lokalee

Contract, Ghazir – Lebanon | Jan 2026 - Present

- Designed, built, and validated an AI-assisted prototype of a self-service marketing campaign builder, structuring detailed prompts and acceptance criteria prior to engineering implementation.
- Authored detailed user stories and acceptance criteria in Jira, contributing to sprint planning and bug prioritization decisions based on impact and delivery constraints.
- Validated completed features through functional and regression testing against product requirements and Figma designs, strengthening release quality prior to deployment.
- Formalized feature logic and specifications in Confluence, improving documentation discipline and long-term product consistency.
- Produced structured sprint release notes, maintaining cross-functional visibility across all teams.

Product & Customer Operations – RAY Labs

Internship, Beirut Digital District – Lebanon | Apr 2025 – Sep 2025

Product Support

- Owned end-to-end triage and resolution of product issues via Jira, influencing engineering prioritization by aligning fixes with customer impact and criticality.
- Converted recurring technical patterns into structured knowledge documentation in Confluence, reducing friction across product and support workflows.
- Designed and maintained operational dashboards in Metabase to monitor ticket trends, SLA performance, and resolution efficiency, contributing to a ~34% performance improvement.
- Acted as product liaison for key clients, synthesizing feedback into structured insights for product and leadership teams.
- Delivered onboarding sessions and proactive engagement strategies to strengthen product adoption and retention.

Product Associate

- Validated user stories, APIs, and edge cases using Postman and Swagger to ensure functional accuracy and release readiness.
- Identified regression risks and usability gaps before deployment, improving product quality control.
- Partnered with engineering and management to resolve high-impact escalations under time-sensitive conditions.
- Conducted market research and maintained high-integrity CRM datasets in HubSpot to support product expansion initiatives.

Full Stack Developer – InMind.ai

Academy Intern, Mkalles – Lebanon | Jun 2023 – Aug 2023

- Built basic RESTful APIs using ASP.NET Core, using Swagger for endpoint testing and documentation.

- Developed a dynamic Angular-based user interface using component driven architecture to consume and visualize API data.

Education

Baccalaureate degree in Computer and Communication Engineering, Multimedia Engineering, Antonine University, Baabda – Lebanon.

Lebanese baccalaureate in Life Science, Sagesse Brasilia, Baabda – Lebanon

Key Skills

Product & Analytics Tools – Jira, Confluence, HubSpot, Metabase, Tableau.

Testing and API Tools – Postman, Swagger.

Design Tools – Figma, Adobe XD.

Technical Stack – HTML, CSS, Angular, TypeScript, ASP.Net, PostgreSQL, C++.

Additional Training & Certifications

InMind academy certificate of completion in front-end and back-end modules – 2023

CISCO V6: CCNA1, CCNA2, CCNA3, CCNA4 – 2020

DELFB2 – 2018

Languages

Arabic – Native

English – Professional

French – Professional