

Faress Sleiman

Senior Product Owner | Regulated SaaS & InsurTech | Pricing Intelligence & Workflow Automation

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Senior Product Owner with 15+ years of experience leading regulated B2B SaaS platforms across InsurTech and healthcare environments. Specialized in underwriting automation, pricing engine configuration, and workflow systems where regulatory, financial, and architectural constraints must align precisely. Demonstrated ability to translate complex actuarial and operational requirements into scalable product architecture that increases automation coverage, improves processing efficiency, and delivers measurable financial impact.

CORE COMPETENCIES

- **Product Ownership:** Product Roadmapping, Backlog Prioritization, Regulated SaaS Platforms, Value-Based Prioritization, Stakeholder Governance
- **InsurTech & Technical:** Reinsurance Automation, Pricing Engine Configuration, API Integration Strategy, Workflow Automation, Underwriting Systems, Data Mapping, SaaS Architecture
- **Delivery & Operations:** Agile / Scrum, Release Planning, UAT Leadership, Cross-Functional Leadership, Requirements Engineering
- **Tools:** Jira, Confluence, Figma, Draw.ai, Office 365

WORK EXPERIENCE

Product Owner | Ixpan Limited, Beirut – Lebanon (September 2022 – Present)

(Engagement initiated via BSynchro consulting partnership)

Cloud-native InsurTech SaaS platform automating facultative reinsurance underwriting, pricing, and placement workflows across regional insurers and global reinsurers.

- Own the end-to-end product roadmap and prioritization framework aligned with regulated underwriting standards, automation coverage targets, and integration constraints.
- Platform supports regional insurers working with leading global and regional reinsurers.
- Enabled integration and onboarding of 5 reinsurers, including 3 globally ranked top-tier players, alongside regional reinsurance brokers.
- Expanded ecosystem connectivity across multiple insurance markets in the region.
- Reduced time-to-quote by 80% through structured pricing engine and rule-based automation.
- Increased automation coverage across underwriting workflows, reducing manual intervention and improving operational consistency at scale.
- Designed and governed 1000+ structured user stories and acceptance criteria, reducing development clarification cycles by 30%.
- Drove cross-functional alignment across actuarial, underwriting, engineering, and leadership stakeholders to align roadmap sequencing with commercial onboarding and automation coverage targets.
- Defined API integration strategy ensuring scalable partner connectivity.
- Navigated trade-off decisions between scalability, compliance requirements, and feature velocity.

Component Coordinator and Information System Analyst | LOST, Bekaa – Lebanon (January 2020 – September 2022)

- Implemented digital systems and optimized multi-program operational workflows, improving reporting structure and data reliability.
- Led structured requirements workshops and translated multi-stakeholder inputs into prioritized implementation roadmaps.
- Improved accessibility and data accuracy through structured data input and process controls.
- Supported analytics and reporting to enable informed decision-making for leadership.

Outreach Officer and Data Analyst | LOST, Bekaa – Lebanon (June 2019 - December 2019)

- Designed data systems to improve performance tracking and evidence-based decision-making.
- Built analytical dashboards supporting program monitoring and reporting.
- Improved data quality through standardized processes and coordination with field teams.

Senior Applications Consultant | ITEC sal (IT Engineering & Consulting), Beirut – Lebanon (February 2017 – March 2018)

- Delivered Oracle Cloud solutions and supported digital transformation projects.
- Conducted discovery sessions and prepared technical implementation roadmaps.
- Improved process efficiency through workflow design, configuration, and system optimization.

IT Manager | Escales International, Beirut – Lebanon (May 2016 – January 2017)

- Managed IT infrastructure and operational support for business-critical systems.
- Optimized digital processes through automation and system enhancements.
- Strengthened IT governance and reduced system downtime across locations.

MENA Service Engineer HCIT & EAGM Demo System Champion | GE Healthcare IT, Dubai (January 2010 – March 2016)

- Installed and supported GE Healthcare IT systems across 20+ hospitals, improving efficiency and compliance.
- Built and maintained demo and training environments used by sales, deployment, and R&D teams.
- Captured field insights and translated them into structured product improvement requests.
- Delivered workshops and training that reduced onboarding and training time by ~50%.

System Analyst | Specialized Medical Center Hospital, Saudi Arabia, Riyadh (January 2009 – December 2009)

- Designed paperless procurement and fixed asset workflows, reducing approval time by 40%.
- Optimized discharge summary workflows, accelerating claims processing and improving cash flow by +10M SAR/month.
- Developed compliance dashboards improving ICU throughput and resource utilization.
- Converted business requirements into system logic to support automation initiatives.

IT Programmer | Specialized Medical Center Hospital, Saudi Arabia, Riyadh (May 2007 – December 2008)

- Integrated AssetPlus (GE) for asset tracking, maintenance, contracts, and helpdesk operations.
- Deployed Noria EDM for fully paperless procurement, automating requisitions, POs, payments, and GL entries.
- Centralized financial reconciliation by integrating booking and billing into a unified revenue–expense system.
- Digitized manual workflows to reduce errors, improve data accuracy, and enhance process visibility

Assistant Manager | Byblos Institute, Beirut – Lebanon (October 2004 – March 2007)

- Managed IT lab infrastructure and delivered structured training programs.
- Led digital adoption initiatives, improving system usage consistency.

EDUCATION

Bachelor of Computer Science – C&E American University**Technical Superior Certificate – Management Information Systems (MIS) – Byblos Institute**

CERTIFICATION

- **Vsphere 5.5** – HP Training Center Germany-Boeblingen
- **Foundation of Leadership** – GE Crotonville
- **ITIL v3 Foundation** – Quint Group

LANGUAGES

Arabic – Native | English – Fluent | French – Intermediate