

Youri Klim

Computer & Communications Engineering graduate with experience in requirements gathering, testing, documentation, automation, and stakeholder coordination. Interested in product management and software quality, with experience translating user and operational needs into structured requirements, workflows, and validation steps.

EXPERIENCE

Syd Life AI, UK, Remote – *Internal Operations Manager*

Nov 2025 - Present

- Managed partner feedback workflows by collecting and structuring reported issues, reproducing problems, validating fixes, and coordinating follow-up with product and development teams, reducing average response time from 5 to 3 days
- Designed and launched a new partner feedback portal to streamline internal issue handoffs, enabling the PM and development teams to effectively prioritize issues, define required changes, and track follow-up status
- Built and documented feedback, hiring, and recurring operations workflows through automations, dashboards, and SOPs, improving visibility and reducing manual coordination

Visa By Chat, Maids.cc, Beirut – *AI Business Analyst*

Jul 2025 - Nov 2025

- Gathered business and technical requirements for a WhatsApp-based chatbot handling UAE visa services, translating eligibility rules, documentation flows, and user inquiries into structured product logic
- Wrote specification documents and validation criteria for chatbot features requiring integration with internal systems, including eligibility logic, documentation flows, and required data connections
- Built and maintained chatbot workflows and automations using n8n and Python, streamlining data collection and chatbot operations, reducing manual effort by 30%

Murex, Beirut – *C++ Developer Intern*

Jun 2024 - Aug 2024

- Worked in an agile financial technology environment, debugging performance and memory-related issues
- Resolved 10+ bugs and code inconsistencies using structured debugging and validation practices, improving application reliability

EDUCATION

AUB, Beirut – *Bachelor of Engineering in Computer & Communications*

Aug 2021 - May 2025

- GPA: 3.94/4.0 | Graduated with Distinction
- Dean's Honor List: Spring 2022 – Spring 2025

SELECTED UNIVERSITY PROJECTS

Airline Management System PostgreSQL Database

Implemented a normalized database with views, stored procedures, triggers, and reporting workflows to support airline reservation and operations logic

Music Streaming and Playlist Management System

Designed and implemented a full-stack music management web application using ASP.NET Core MVC, defining user/admin workflows for playlist creation, song management, and CRUD operations across artists, albums, and songs

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SKILLS

Product & Analysis:

Requirements gathering, user stories, acceptance criteria, functional validation, user workflows, documentation, stakeholder coordination

Programming: Java, C++, Python, SQL

Systems & Tools: Jira, Figma, Postman, Git, Make, XML, n8n

Databases: PostgreSQL, MySQL

ADDITIONAL PROGRAMS & LEADERSHIP

Teaching Assistant, Data Structures & Algorithms
Jan 2023 – Dec 2023

42 Beirut Piscine – 4-week assessment period
Feb 2025

Amazon Industry Mentorship Program
Oct 2023

180 Degrees Consulting AUB Senior Consultant
Sep 2023 – May 2025

LANGUAGES

Arabic: Native

English: Full professional proficiency

French: Professional working proficiency