

MOHAMMED ALAMERY

PRODUCT OWNER | AI & SaaS SOLUTIONS | DIGITAL TRANSFORMATION

Riyadh, KSA | m.f.alamery3012@gmail.com | +966503094101 | [linkedin.com/in/alamery-mohammed-3012](https://www.linkedin.com/in/alamery-mohammed-3012)

SUMMARY

Product Owner with proven experience leading AI-powered and SaaS-based solutions, specializing in chatbot platforms, automation, and digital transformation.

Experienced in owning the full product lifecycle from discovery and ideation to deployment, translating business needs into scalable products and delivering measurable impact. Skilled in Agile product management, stakeholder alignment, and data-driven decision-making.

Proven track record in improving system performance, optimizing user experience, and delivering AI-driven solutions that enhance operational efficiency and customer engagement.

CORE COMPETENCIES	TOOLS & TECHNOLOGIES
- Product Management (AI & SaaS Platforms) - AI Chatbots, RAG & CAG Systems - Agile & Scrum (Backlog, Sprint Planning, User Stories) - Business Analysis (BRD, FRS, Process Design) - Stakeholder & Client Management - Product Strategy & Roadmap Planning - Data-Driven Decision Making - User Experience Optimization	- AI & ML: LangChain, LangFlow, LangSmith, RAG, CAG Systems - Product Management: Jira, ClickUp, Trello, Product Backlog Management - Product Analytics: Power BI, Excel, KPI Tracking, Data Analysis - User Experience: User Stories, User Journeys, Wireframing (Figma – basic) - Platforms: WhatsApp Business API, SaaS Platforms - Integration: REST APIs, Webhooks, API Integrations - Development & Collaboration: GitHub, Agile Tools (Scrum, Kanban)

PROFESSIONAL EXPERIENCE

Product Owner – AI Chatbot (Murshed) Marahel Digital Company – Riyadh	Oct 2024 – Present
- Owned and led the product lifecycle of an AI-powered chatbot platform (SaaS) serving 3–5 client organizations, from discovery to deployment - Defined product vision, roadmap, and backlog prioritization aligned with business goals and user needs - Translated requirements into user stories and functional specifications (BRD, FRS), reducing ambiguity and rework - Lead cross-functional teams (9+ members across AI, backend, and integrations) to deliver scalable and high-performing solutions - Implement RAG-based capabilities, improving response accuracy by ~25–30% and enhancing overall user experience - Reduce manual customer support workload by ~30% through automation and continuous product optimization - Monitor product KPIs (accuracy, engagement, resolution rate) and drive data-driven improvements across releases - Contributed to product strategy and feature prioritization based on business value and user impact	

- Gathered and analyzed business requirements for digital and AI-driven systems, translating them into BRD, FRS, and workflows to support product development and improve delivery efficiency
- Optimized workflows and requirement clarity, reducing process inefficiencies and enhancing team alignment
- Acted as key liaison between stakeholders and development teams, ensuring smooth communication and execution
- Supported product decisions through data analysis and performance insights

Project Manager / Team Lead | Nomow Soft**Feb 2023 – Jun 2025**

- Led cross-functional teams (developers, designers, stakeholders) to deliver digital products
- Improved delivery efficiency and collaboration through Agile practices
- Ensured on-time delivery with high client satisfaction and reduced delays
- Managed delivery of 3–5 concurrent SaaS and system implementation projects across multiple domains
- Improved project visibility and tracking using tools such as ClickUp and Trello

CERTIFICATIONS

- PMP – Project Management Professional (2024) | German Board
- IBM IT Scrum Master Professional Certificate
- IIBA Member (International Institute of Business Analysis)
- CBAP – In Progress

PROJECTS

AI Chatbot Platform (Murshed) | Marahel Digital Company

- Integrated with WhatsApp Business
- Implemented RAG-based knowledge retrieval
- Supported multi-client SaaS deployment
- Improved response accuracy by ~25–30%
- Reduced manual support workload by ~30%

Multi-Client SaaS Chatbot Deployment | Marahel Digital Company

- Led deployment across 3–5 client organizations
- Ensured scalable architecture and seamless onboarding
- Reduced onboarding time through a structured deployment approach

Digital Transformation Projects | Nomow Soft

- Delivered multiple system implementation projects across different domains
- Automated key business processes to reduce manual effort
- Managed delivery within scope, timeline, and quality expectations

EDUCATION

Bachelor of Computer Science (Data Analytics)**Feb 2020 - Feb 2023**

Asia Pacific University (APU) & De Montfort University

ADDITIONAL INFORMATION

- **Languages:** English, Arabic
- **Additional Skills:** Product Discovery, Backlog Prioritization, Cross-functional Collaboration, Customer Journey Mapping
- **Methodologies:** Agile (Scrum, Kanban), Continuous Delivery, Hybrid Delivery Models, Product Lifecycle Management