

Houssam Moallem

Product owner & Product manager (PMP®)

Based in Germany with full work authorization

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Online profiles: [Website](#) | [LinkedIn](#) | [GitHub](#)

Product Owner and Product Manager with 6+ years leading cross functional teams and client relationships across the EU and Arab Gulf. Proven success in fintech, enterprise software, and eLearning, owning the full product cycle from backlog and user stories to delivery. Early and deliberate adopter of AI across the product workflow, using it to accelerate requirements, user stories, and front-end prototyping for stakeholder validation. Skilled in stakeholder alignment, agile delivery, and shipping under tight deadlines. Based in Germany with a valid work permit.

PROFESSIONAL SKILLS

- **Product ownership:** backlog management and prioritization, user stories, acceptance criteria, sprint planning, FAT and UAT
- **Product management:** roadmap, requirements and FSDs, stakeholder management, delivery oversight
- **AI across the product workflow:** ChatGPT, Claude, Miro AI, and agentic tools for requirements, user stories, acceptance criteria, and front-end prototyping
- Agile and waterfall delivery with Jira, Trello, Asana, and Azure DevOps
- **Prototyping and design:** AI assisted front-end prototyping with Claude, plus Balsamiq, Figma, and Adobe Creative Suite

PROFESSIONAL EXPERIENCE

2022 - Present: Product manager

STeP: IT Research & Development Company with a wide scope of services & solutions.

Support & Services: Web and Desktop Development | Mobile Application Development | IT consultancy, Maintenance & Support | Service Admin.

Key Achievements:

- Delivered ERP, fintech, legal portals, organization management portals, and automated financial reporting integrated with Oracle and SAP for clients in the EU and UAE such as Lundano, SevenSeas and (MCN-IPG).
- Leveraged ChatGPT, Claude, and agentic AI tools to accelerate requirements and user story documentation, reducing drafting time by ~40% and improving clarity for cross border teams
- Built and committed production ready front-end prototypes using Claude to validate requirements with stakeholders faster, reducing design and front-end effort and freeing the dev team to focus on backend delivery
- Delivered AI features for a legal portal, including an AI contract generator and a contract analyzer that checks agreements against predefined clause libraries to flag deviations and risks, owning the feature from concept through delivery
- Managed and prioritized the product backlog across fintech features including payments, compliance flows, onboarding journeys, and billing and revenue automation, balancing business value against technical and regulatory constraints
- Developed and wrote user stories for fintech, project management, and accounting platforms, increasing development accuracy by 25% and speeding feature delivery
- Achieved on-time delivery for 90% of projects by assigning tasks, tracking progress, and coordinating cross functional teams
- Reduced post-launch issues and support tickets by 20% through requirements reviews, test scenario preparation, Factory Acceptance Testing, and usability testing
- Collaborated closely with development to ensure user stories were clear, feasible, and aligned with regulatory and business requirements
- Trained and directed the Hermes AI coding agent to generate PRDs and test cases, accelerating feature implementation while retaining ownership of architecture, quality, and delivery coordination

- Created wireframes and interactive prototypes using Balsamiq and Claude to validate user stories with stakeholders, reducing design iterations
- Regularly traveled to meet clients, aligning on requirements, scope, and objectives, improving alignment and client satisfaction
- Provided stakeholders with comprehensive software testing reports and consistently met client needs throughout the project lifecycle

2016 - 2022: Project manager

Dataflow International: Specialized in software design, development, and e-learning.

Key Achievements:

- Rescued a \$13M project at risk of failure and secured a 5-year client relationship by leading planning, estimation, and prioritization across major programs with Pearson, McGraw Hill, and Cambridge for the UAE, KSA, and Qatar education ministries
- Proactively planned and executed a remote work transition during the COVID-19 pandemic, ensuring uninterrupted project progress and maintaining team productivity through effective communication and resource management
- Managed and mentored 3 teams totaling 14 people, assigning daily tasks and enforcing documented production processes, increasing team efficiency by 30%
- Developed the hiring criteria and interview process for the design team and hired 20 designers
- Coordinated activities across departments (Translation, Design, QA, and Software Development) to ensure high-quality, on-time delivery, improving cross-departmental collaboration
- Optimized resource allocation and improved business processes to align team capacity with project demands and meet quality standards
- Created and maintained comprehensive project documentation, ensuring clarity and consistency across teams
- Developed and delivered training as required, enhancing team skill sets and overall performance

2015-2016: Lead Designer

Mirodec: Architectural and decorative art glass company: Middle East, Western Europe, Africa:

Key Achievements:

- Managed project execution and client relationships for architectural glass projects across Europe and the Arab World, including Schindler Switzerland and Oger France
- Resolved a 3-year abandoned machine error saving \$12,000 annually, and redesigned lost databases for 3 major foreign projects, winning client adoption of the new scheme

2011-2015: Graphic Designer

The Daily Star: Lebanon's leading English-language newspaper

- Automated Photoshop workflows and consistently met daily editorial deadlines

EDUCATION & DEGREES RECEIVED

Lebanese International University

2018: MBA - emphasis on management

2010: BS in Graphic Design

Languages

- Arabic: Native
- English: C2
- German: B1

Project Management Institute (PMI)

2025: [Project Management Professional \(PMP\)®](#)