
SAAD SHARIF AHMED

AI ENGINEER | AI PRODUCT MANAGER

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PROFESSIONAL SUMMARY

AI Engineer & AI Product Manager with deep experience building LLM-powered products, autonomous agentic systems, RAG-enabled retrieval architectures and large-scale AI automation. Focused on designing intelligent, reliable and observable AI systems that operate in real-world enterprise environments.

Currently developing a next-generation auto-deploying agent platform that integrates proactive task execution, persistent memory, evaluator-as-judge logic, containerized agent deployments and full execution traceability addressing major gaps in reliability, reasoning, safety and observability across AI products.

Bringing over 10 years of cross-functional leadership across SaaS, travel tech, digital agencies and operations, with a strong blend of product strategy, business insight and technical execution.

Experienced in shaping product direction through market validation, user research, GTM planning, funnel design and translating commercial goals into actionable AI-driven solutions.

Strengthened through participation in Antler's venture-building environment, applying founder-level discipline in problem discovery, competitive analysis, rapid prototyping and validating venture-scale opportunities.

Proven ability to take products from zero to one, driving ideation, system architecture, iteration cycles and cross-functional alignment to launch intelligent, dependable and scalable AI systems.

SKILLS

- **AI Engineering & Automation**

LLM apps, agent workflows, evaluator agents, tool-calling, memory & reasoning systems, RAG, prompt design, AI prototyping

Frameworks: OpenAI Agents, LangGraph, LangChain, CrewAI, AutoGen, MCP, Ollama

AI Coding Assistants: Cursor, V0, Claude Code, Copilot, Codex

Automation: n8n, PowerApps, SharePoint

- **Frontend & APIs**

React, Next.js, Tailwind, REST, vue.js, Webhooks, JSON schemas, tool-calling APIs

Auth, RBAC, client-server integration, Postman/Swagger

AI dashboards for agents, logs & traces

- **Programming & ML**

Languages: Python, JS/TS, SQL (HiveQL), Bash

ML/Vector: PyTorch, Transformers, FAISS,

Chroma, Weaviate

Deployment: ONNX, TensorRT, GGUF, Docker, Kubernetes

Data: Pandas, NumPy

- **Backend & Prototyping Platforms:** Firebase

Supabase (auth, storage, realtime DB) · Cloud Functions for LLM-triggered workflows

- **Cloud & DevOps**
Containerized pipelines, monitoring, basic GPU inference
Platforms: AWS (EC2, S3, IAM basics), GCP CI/CD, env setup, IAM, vector DB hosting, RAG deployment
- **Product & Workflow Leadership**
Product discovery, requirements, PRDs, roadmaps, SDLC
Agile (Certified ScrumMaster®), OKRs, stakeholder management
Tools: JIRA, Confluence, GitLab, Notion, Trello, Slack, HubSpot
- **Technical Infrastructure**
cPanel, WHM, DNS, SSL, hosting & migrations
SaaS/WordPress API integrations, VOIP, iOS ecosystem
Security, accessibility (ADA/WCAG), basic networking
- **Data & Analytics**
HiveQL, Hadoop, Metabase, Tableau, GA4, GTM KPIs, funnels, campaign analysis
Data prep for embeddings & retrieval
- **Business & Growth**
Market validation, GTM, pricing, customer research
CRM/Analytics: GA4, GTM, HubSpot, Zoho, Salesforce
Revenue & adoption insights: QBR planning, adoption metrics, churn analysis, revenue & funnel performance reviews

WORK HISTORY

Entrepreneur in Residence, 08/2025 - 10/2025

Antler – Ho Chi Minh City

- Selected to join Antler's intensive venture-building program, collaborating with top founders, engineers, and operators to explore and validate high-potential AI business opportunities.
- Conducted rigorous market research, competitive analysis, and customer discovery to refine problem-solution fit in AI automation and agentic system domains.
- Designed and tested hypotheses through rapid prototyping, iterative validation, and data-driven experimentation.
- Developed B2B AI product concepts leveraging LLMs, RAG, multi-agent orchestration, and auto-deployment workflows.
- Participated in pitch cycles, partner sessions, and investment committee reviews to evaluate venture scalability and fundraising viability.
- Strengthened founder-level decision-making across product strategy, GTM, pricing, differentiation, and business model design.

Senior Lead, Supply Operations, 07/2024 - 07/2025

Agoda Services Company Ltd – Bangkok

- **Applied AI Systems & Automation**
- Launched AI-powered internal workflow automation allowing teammates to trigger approvals and actions via a single email.
- Built LLM workflows that auto-detect intent, create tickets, route assignments and update stakeholders.
- Supported deployment of an AI agent that auto-builds partner decks using live supply performance data.
- Eliminated hours of manual QA and enabled account managers to focus on negotiation and partner relationships.
- Integrated GenAI content generation tools for supply-partner communications.
- Delivered LLM-assisted legal messaging + contextual templates to reduce manual drafting and ensure compliance.

- Contributed to a Generative AI escalation-correction model trained on historical tickets.
- Blocked incorrect escalation routing and improved prioritization accuracy.
- Collaborated on AI re-engagement campaigns using personalized video + LLM copy generation.
- Boosted participation and conversion among dormant and under-engaged supply partners.

- **Insights & Engagement AI (Guest & Property Facing)**

- Supported strategy for AI-powered property chat systems answering high-volume FAQs.
- Reduced repetitive support workload and improved response speed for property queries.
- Contributed to AI-generated review highlights and marketing video summaries.
- Enabled scalable content creation that reveals guest preferences and value-driving features.
- Assisted experimentation with AI-driven destination remarketing and personalization.
- Used tailored video remarketing to keep properties top-of-mind and improve re-engagement.

- **Data, Tooling & Compliance**

- Built data-validation pipelines to detect and correct partner data issues at ingestion.
- Reduced escalation volume and strengthened downstream data reliability.
- Owned the One Supply Performance Dashboard used by leadership for strategic decisions.
- Aggregated reach, deal association %, meetings and account KPIs; maintained playbooks and documentation.
- Supported EU Digital Services Act (DSA) readiness and compliance delivery.
- Launched automated monitoring and reporting workflows with external vendors ahead of regulatory deadlines.
- Contributed to rollout of Avaya–HubSpot voice integration with global tracking and compliance.
- Delivered call metadata governance, monitoring and analytics for supply operations.

- **Operations**

- Led a 5-member ops tooling team focused on AI optimization, partner communication intelligence and workflow automation.
- Directed the full Supply Test Booking program across major OTAs.
- Managed ticket creation, monitoring, resolution, SLA reporting and data integrity enforcement.
- Migrated HubSpot tickets to Hadoop analytics infrastructure for large-scale analysis.
- Enabled scalable variance and error analysis (PVar, rate leakage, booking issues, supplier trends).
- Delivered measurable cost reduction and improved PVar tracking through anomaly-based reporting and automation.
- Designed and launched SASA (Streamline All Supply Approvals).
- Automated 35+ workflows via PowerApps + SharePoint to centralize approvals and increase auditability.
- Standardized and automated AR Waiver & Absorption processes across Finance, Legal & Supply Ops.
- Shortened SLAs, reduced compliance risk and removed redundant templates.
- Drove QBR insights for leadership using automation metrics, PVar trends, SLA performance and partner impact.
- Guided resource allocation, cost decisions and tooling priorities through operational data.

Senior Project Manager, 12/2022 - 06/2024

InsideOut Marketing Group Pty Ltd – Sydney

- Project Planning: Crafted comprehensive project strategies, balancing the requirements of scope, resources, timeline, and budget.
- Requirement Analysis: Collaborated with clients to decipher project objectives, translating high-level visions into actionable development tasks.
- Contract Negotiation: Managed contract discussions, ensuring the scope, deliverables, and terms met both client and agency expectations.
- Client Relationship Building: Established and nurtured long-term relationships with key clients, understanding their unique needs and ensuring their satisfaction through empathetic account management and strategic project delivery.

- Revenue Growth: Identified upsell and cross-sell opportunities, resulting in increased revenue and expanded service offerings to existing clients.
- Team Leadership: Led cross-functional teams, ensuring alignment with client objectives, timely delivery, and consistent communication.
- Financial Management: Monitored project budgets, invoicing, and ensured timely payment collections, maintaining positive cash flow.
- Risk Oversight: Identified potential project challenges; devised and implemented effective mitigation strategies.
- Quality Assurance: Oversaw rigorous testing phases, ensuring sites met enterprise-grade performance, security, and usability standards.
- Stakeholder Engagement: Conducted regular client meetings, providing status updates, gathering feedback, and integrating it into project workflows.
- Performance Metrics: Measured and reported on client satisfaction and project delivery metrics, utilizing feedback to drive continuous improvement.
- Vendor Relations: Built relationships with third-party vendors, streamlining integration and ensuring alignment with project requirements.
- Documentation & Compliance: Ensured meticulous record-keeping and adherence to industry and legal standards.
- Professional Development: Prioritized team growth and knowledge-sharing, staying updated with the latest trends in web development and client relationship management.
- Successfully delivered 7 projects till date.
- Made use of the EOS (Entrepreneurial Operating System) framework to plan and structure work at the agency as the Integrator.

Head Of Marketing, 11/2019 - 10/2022

weDevs Pte Ltd – Dhaka

- Monitored overall business health and made informed decisions by tracking key performance indicators, including ARR & MRR, CAC Payback Period, CLTV, and other relevant metrics.
- Ensured a 6 figure Monthly Recurring Revenue (MRR) across all sales & marketing channels combined, with a focus on new acquisitions for all products.
- Ensured a monthly sustainability of 6000%+ ROI across paid marketing channels.
- Prepared GTM strategies to launch 6 new products in 2020 to diversify offerings.
- [1. WP ERP Pro 2. Dokan Mobile App (Android & iOS) 3. WP Hive 4. weMail 5. Appsero 6. Enzime]
- Played a key role in the SDLC for most of our products and their features at all phases by collecting feedback from surveys, heatmaps & A/B Tests.
- Collaborated in preparation of PRDs with the Product Team.
- Personally handled partnerships with Payment Gateways such as PayPal, Stripe, MangoPay, Paddle.
- Handled partnerships with Web Hosting platforms such as WP Engine, Liquid Web, Hostinger, Pressable, Cloudways and many others.
- Crafted accountability systems (tracking time against Products, Task-Types, KPIs, etc) using Google Sheets to efficiently manage and report on the two departments (Marketing & Business Development).
- Created workflows to manage Growth Hacking in accordance with the AARRR framework.
- Maintained Community Engagement by hosting Webinars and attending events such as WordCamps, WordPress Meet-ups, Online Conferences, etc.
- Orchestrated the successful launch of the Brand Ambassador program across 12 countries.
- Built funnels that ensure a steady flow of thousands of leads monthly.
- Built teams within the team and managed them with a focus on developing individual strengths and improving their weaknesses via constructive evaluation and feedback based on empirical data.
- Assisted in the hiring process by assessing culture-fit (psychoanalysis) and domain knowledge of the candidates for many different roles.

Head Of Marketing, 11/2019 - 10/2022

WP ERP, Inc – Dhaka

- Revamped the entire business strategy (B2C to B2B) by switching to a user based pricing model and implementing Account Based Marketing (ABM) principles.
- Ensured a 5 figure Monthly Recurring Revenue (MRR) within 10 months of launching (WP ERP Pro) across all marketing channels combined.
- Supervised the business development team and customer success representatives on new and existing marketing activities being performed.
- Developed growth strategies with the sales team in order to optimise engagement within high-value accounts.
- Performed in-depth research to identify opportunities to improve marketing effectiveness.
- Developed metrics to measure the performance of existing marketing and sales campaigns.
- Identified the most effective marketing materials, channels, and messaging for key accounts.
- Performed research to uncover potential target areas, markets and industries.
- Brought in new accounts through successful networking strategies and promotional approaches.
- Managed resource allocation to align with sales objectives and strengthen profit opportunities.

Project Manager, 01/2015 - 07/2019

ThinkStudio – Dhaka

- Managed the entire portfolio of 900+ clients for Byte Technology.
- Estimated the scope of a project, proposed budgets and allocated resources accordingly.
- Personally completed more than 45 projects. Managed a team of 4 WordPress developers.
- Conducted systematic one-on-one meetings with direct reports, placing emphasis on the ongoing enhancement of project methodologies and results, as well as the overall performance improvement of each individual.
- Performed QA of projects to pixel perfection as per the design schematics (PSD) provided and also ensured proper functionality of the end product in accordance with the client's requirements.
- Ensured the implementation of the best practices prior to launch using a pre-launch checklist.
- Deployed projects from staging to production and updated Nameservers and DNS records as required.
- Provided basic WordPress training to clients when requested.
- Maintained a proper communication channel with the client all throughout the project.
- Provided Maintenance and Technical Support to clients. Backed up websites and updated WordPress Core, Themes and Plugins on a periodic basis.
- Performed Website Hardening and also performed scans on malware infected / hacked websites. Managed cPanel and WHM accounts.
- Installed SSL certificates and helped configure basic plugins on request.
- Migrated websites to different hosting providers.
- Made websites compliant to 508, ADA & WCAG 2.0/2.1 guidelines Set up, Google Analytics, Google Tag Manager, Social Media Pixels and many other similar tools on client websites.
- Managed all Marketing endeavours for both Thinkstudio.io and many of its clients.
- Kept track of project deadlines and time spent working on individual projects by my self and also the developers.

PORTFOLIOS & SOCIALS

- <https://saadsharifahmed.com>
- <https://github.com/zeon01>

CERTIFICATION

Certified Scrum Master (CSM) – Scrum Alliance Credential ID: 001260903

Scholastic Aptitude Test (SAT): 2070

IELTS 7.5

EDUCATION

Bachelor of Science: Computer Science & Engineering, 2013

Atish Dipankar University of Science & Technology - Dhaka, Bangladesh

LANGUAGES

English (Native)

Bengali (Native)

Hindi (Intermediate)

Türkçe (Beginner)

Urdu (Beginner)

INTERESTS

Music (Guitar), E-Sports, Reading, Table tennis, Traveling