RAYAN KHATTAR

Project & Product Manager

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Professional Summary

Product and Project Manager with experience across SaaS, enterprise software, and fintech. Owns initiatives end to end, from discovery, PRDs, requirements definition, UX, and API integrations through Agile and SAFe delivery, UAT, release management, and post-launch support. Track record of building delivery frameworks, optimizing Jira workflows, establishing governance, and creating visibility across engineering, product, business, and external partners. Strong bias toward turning complex problems into clear, executable plans with structured project delivery, technical fluency, and a background in engineering and technology management. Entrepreneurial experience includes founding Lodestar Careers, a career coaching and personal branding platform serving 300+ professionals, and building digital products from concept to launch.

Core Competencies

- **Delivery & Agile:** SAFe & Agile Delivery Execution, PI Planning & Coordination, Sprint & Backlog Management, Agile Ceremony Facilitation, Definition of Ready (DoR) & Definition of Done (DoD), Cross-Team Alignment.
- **Product:** Product Discovery & User Research, PRD Ownership & Requirements Definition, User Journey Mapping & Flow Definition, Roadmapping & Iteration Planning, Feature Ownership & Release Planning.
- **PMO & Governance:** Project Intake & Governance Pipelines, Delivery Metrics & KPI Catalogs, DACI & DRI Frameworks, Risk & Dependency Management, Jira Automation & Workflow Design.

Experience

Whish Money

Project Manager | Beirut, Lebanon | Full Time | April 2026 - Present

- Own the full project lifecycle across a concurrent portfolio of internal and external software, payments, and partner-integration projects: Requirements, API integrations, Transfer flows, UX/UI wireframes, Vendor assessments, UAT, Deployment, Go-live, and Post-launch support.
- Act as primary contact for global card networks and top tier bank partners, running kickoffs and technical deep-dives, and translating technical integration constraints for commercial, legal, and executive stakeholders.
- Designed and launched the company-wide project intake and governance pipeline in Jira Service Management, migrating ~500 live work items with zero downtime and giving the business one controlled channel for feature, project, and bug requests.
- Lead the redesign of Jira delivery processes across engineering squads, tailoring workflows to work item types, enforcing transition rules, and configuring automations, fields, and screens. Refine board layouts and filters to strengthen process consistency and visibility across teams.
- Automated delivery workflows across three Jira spaces and built six squad dashboards with custom filters and gadgets, giving leadership live traceability.
- Track risks, dependencies, and KPIs through structured logs and a weekly review of a 21-metric delivery and quality catalog presented to management, surfacing blockers early across engineering, business, and partner teams.
- Facilitate backlog refinement and Scrum ceremonies under the Scrum Cadence Framework and agile operating model.
- Took over monthly release and deployment management across nine Jira release streams, and built a story-point capacity planner for the Money Transfer squad to track resources and sprint load.

Techvitis (Client: Murex)

Agile Project Manager | Lebanon, France, Cyprus (Hybrid) | Mission | August 2025 - February 2026

- Led delivery execution for the MX3 platform across two teams in a SAFe enterprise environment, owning sprint cadence, PI Planning and cross-team coordination
- Revamped Jira workflows, implemented WIP limits, swim lane filtering, and dependency-blocking practices to streamline operations, reducing cycle time from 15 to 6 days and slashing sprint rollover by ~50% over 10 cycles.
- Drove end-to-end PI Planning execution, translating epics into features and executable user stories, building capacity sheets, and mapping cross-team dependencies and risks in Miro.

- Coordinated with Release Train Engineers, facilitating confidence votes, PI objectives, and business value alignment to secure realistic commitments across stakeholders.
- Enforced DoR and DoD standards through backlog refinement by validating scope, acceptance criteria, and NFRs, reducing scope creep, and improving post-release quality.
- Addressed estimation challenges by introducing planning poker and embedding estimation rationale within Jira tickets, enhancing sprint planning accuracy, and improving story point consistency.
- Closed the delivery feedback loop by facilitating structured retrospectives, integrating QA escaped bug reviews, tracking action items to completion, and aligning sprint demos with stakeholder expectations.

Wakilni

Product Manager | Beirut, Lebanon | Contract | April 2025 - July 2025

- Owned product features across Client & Organization Management, onboarding and activation flows, roles and permissions, and key client portal journeys, spanning a delivery portal, mobile app, warehouse, and marketplace.
- Led the BOB Finance self-pickup partner integration, sketching MVP wireframes in collaboration with the UX/UI designer, coordinating technical delivery, and managing operational readiness across up to 50 partner locations.
- Conducted structured product discovery, visiting the warehouse, mapping operational pain points, reviewing analytics and KPIs, and producing a data-driven user persona document, establishing a clear product baseline.
- Authored PRDs and user stories with structured acceptance criteria, prioritized the backlog using impact-effort analysis, and contributed to short-term Roadmapping in collaboration with engineering and business stakeholders.
- Facilitated Agile ceremonies and backlog refinement while owning UAT cycles end-to-end, personally validating features through smoke and regression testing before release, and leveraging feature flags for gradual rollouts.
- Published weekly feature release notes to align technology, operations, and business teams, improving cross-functional transparency across the product lifecycle.

Okisam

Product Manager | Valencia, Spain | Full Time | November 2023 - March 2025

- Drove end-to-end product execution for Bippo, a B2B SaaS intranet platform with 40+ functional modules spanning internal communications, HR modules, documentation, extranet, and business intelligence.
- Conducted competitive analysis and feature exploration with business and marketing teams, supporting product positioning, pricing decisions, and trial-to-paid conversion initiatives.
- Wrote PRDs with structured technical requirements and ACs, translating stakeholder needs into a prioritized Jira backlog and feature definitions, and shaped roadmap and release planning to drive feature adoption and delivery transparency.
- Ran core Agile ceremonies across product, design, engineering, business, and marketing stakeholders, keeping a 40+ module platform aligned on scope, priorities, and release commitments.
- Collaborated closely with developers and designers using Figma to review wireframes, MVPs, and feature flows, delivering features incrementally and validating user-facing behavior through UAT and pre-release testing.

Earlier Experience

Amazon & Energiekonzepte Deutschland

Logistics Associate | Germany | 2020 - 2022

- Relocated to Germany to prepare a deliberate move into technology management, taking German from A1 to Telc C1 certified, while working in large-scale logistics operations, alongside studies in project management and digital transformation.

Smart Source

Customer Service Support | Beirut, Lebanon | 2018 - 2019

- Supported Google Verification and Doozy Car Insurance programs, handling frontline customer communication while maintaining quality standards on behalf of client brands.

Entrepreneurial Experience

Lodestar Careers (lodestarcareers.co)

Founder | Remote | June 2026 - Present

- Founded a career coaching and personal branding platform serving 300+ professionals, spanning Digital Product Strategy, Resume Writing, LinkedIn Optimization, Career Coaching, Interview Prep & Job Search Strategy, and Notion Consultancy.

- Designed, built, and deployed the full business website as a single-file SPA on Cloudflare Pages with integrated booking, email automation, and lead capture, using LLM-assisted development end to end.
- Launched PJM Mastery on Gumroad, and authored a suite of original mastery courses, including Jira Mastery, a Cards & Wallets Masterclass, a Money Transfer Masterclass, and a 12-module Technical Mastery course.

Wassilni - Community Carpooling Platform

Founder & Product Manager | Lebanon | December 2025 - February 2026

- Recognized a market gap in Lebanon's transportation sector, spearheading complete product discovery process with over 15 user interviews to validate a trust-based carpooling approach.
- Defined product vision, trust structure, MVP scope, and a phased deployment plan across two foundational PRDs.
- Launched a functional MVP using Lovable, delivering community onboarding, route creation, ride requests, approval flows, scheduling, seat management, and validating core behavioral assumptions through real user feedback during the 48 hours, Yalla Loubnan hackathon.

Education

Universitat Rovira i Virgili

Master in Technology & Engineering Management | Tarragona, Spain | 2022 - 2023

- **Master's Thesis:** Authored “Customized AI Chatbot for Business: Leading Change in the Age of Digital Transformation”.
- **Cross-Functional Project Management:** Led 3 feasibility studies, delivering data-driven business cases.
- **Community Leadership:** Served as Master Student Representative, fostering student-faculty collaboration.

Lebanese International University

Bachelor of Science in Mechanical Engineering | Beirut, Lebanon | 2013 - 2018

Certifications

- Scrum Master Certification Specialization - LearnQuest/Coursera | 2024
- Project Management Professional Certificate - Google/Coursera | 2023
- Complete Product Manager Guide - International Institute of Business Analysis | 2024
- User Experience (UX) Specialization - Nebrija University Madrid | 2024

Public Speaking & Leadership

Toastmasters International

Member and Vice President of Public Relations | Valencia, Spain | 2023 - 2024

Technical Proficiency

- **Product & Project Management Stack:** Jira Service Management, Confluence, Jira Automation & Workflow Configuration, Custom Dashboards, Gadgets & JQL Filters.
- **Reporting & Analytics:** Delivery Metrics Instrumentation, Google Analytics.
- **Design & UX Flow Support:** Figma, Balsamiq, Miro, Canva.
- **Development Support:** GitHub, Visual Studio Code, Claude Code, Codex, API Integration & Documentation Review, Cloudflare Pages, Supabase, WordPress, PrestaShop.
- **Documentation & Collaboration:** Notion, Scribe, Slack, Microsoft Teams, Google Workspace, Microsoft 365.
- **AI & Product Experimentation Toolkit:** ChatGPT, Claude, Gemini, Replit, Lovable.

Languages

- **Arabic (Native), English (Fluent), Spanish (Fluent), German (C1, Telc Certified).**