

Mohammed Beheiry

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Results-driven Product Analyst with 2+ years of experience in product analysis, customer experience optimization within FinTech and SaaS industries. Adept at analyzing data, improving customer satisfaction (CSAT & NPS), and driving KPI's and Success Metrics, Insights and Analysis. Experienced in collaborating with Cross functional teams to enhance workflows and streamline processes. Proficient in SQL, Tableau, reporting, and workflow automation to support data-driven decision-making. Possesses dedicated knowledge in AI and Large Language Models (LLM), and skilled in utilizing advanced product management tools to inform decision-making and product optimization.

EXPERIENCE

Product Analyst
Everest Minds

Remote
2018 - 2024

- Established organizational cadences for product roadmaps, release planning, and operating reviews, resulting in improved cross-functional alignment and delivery consistency.
- Managed Developed a digital analytics framework that improved data-driven decision-making, leading to a user engagement increase of 10,000 users and a reduction in churn by 3,000 users.
- Conducted in-depth market research and user analysis to identify trends, pain points, and areas for product improvement. Developed product roadmaps, PRDs, and user stories, ensuring clear alignment with business.
- Collaborated with engineering, UX, and customer support to translate market insights into actionable product requirements. Led feature development from concept to launch, optimizing workflows and user engagement.
- Analyzed product performance metrics (adoption, retention, churn) and leveraged A/B testing to drive improvements. Managed product demonstrations and stakeholder communications, ensuring transparency on roadmap and updates.
- Analyzed customer support cases and feedback data to identify billing pain points, driving improvements to increase CSAT and NPS.
- Led collaboration with finance, revenue operations, and product teams, optimizing invoicing workflows and customer billing experiences.
- Automated reporting processes, increasing operational efficiency and reducing manual workload by 30%.

Analyst

San Francisco
2017 - 2018

Accounting Principles/LHH Assigned to Ubiquity for Retirement and Savings

- Oversaw the development and launch of a compliance-focused SaaS application, driving end-to-end delivery from initial design to successful deployment. Collaborated with cross-functional teams, including engineering, sales, and marketing, to align product features with compliance standards and customer needs.
- Managed backlog and feature prioritization for billing and compliance-related improvements.
- Collaborated with finance and product teams to enhance payment reconciliation workflows.
- Analyzed customer payment data, identifying discrepancies and improving financial accuracy.
- Developed automated reporting tools, reducing manual effort and improving decision-making processes.

EDUCATION & CERTIFICATIONS

- Master of Science in Analytics (Enrolled)
- Product Management Certification.
- Graduate Diploma in Business Management.
- Bachelor of Science in Commerce & Accounting.

Georgia Institute of Technology
Product School San Francisco
University of California • Riverside
University of Alexandria • Egypt

SKILLS

Technical Skills: SQL, Python, SaaS, SDLC, Agile: Scrum, Kanban, JIRA, Smartsheet, PRD, MVP, KPI Analysis, CRM, Tableau.

Product & Design Tools: Figma, Mural, Confluence, Market Research, Quantitative & Qualitative Analysis, A/B Testing, MVC, GTM, Cross-functional Collaboration, Stakeholder Engagement, Product Lifecycle Management, Market Research.

Specialized Knowledge: GenAI, AI Agents, Large Language Models (LLM)