MOHAMMAD SAEED KHAN

Product Owner | Product Manager

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PROFESSIONAL SUMMARY

Product Owner and Business Analyst with 5+ years building web and mobile products for McDonald's across five global markets at Capgemini. Owns the product backlog from discovery to release: product vision, roadmap, prioritisation (MoSCoW, RICE), user stories and acceptance criteria, sprint ceremonies, stakeholder alignment, UAT and launch, backed by BRD/FRD, gap analysis and BPMN. Led discovery for a GenAI ordering assistant on a RAG-based REST API with the Gemini Live LLM, vector-database retrieval and multi-agent design. Former iOS developer who has built four products independently, three of them live. MBA candidate, NMIMS (2026).

CORE SKILLS

Product Ownership: Product Vision and Strategy, Product Roadmapping, Product Discovery, Backlog Management and Prioritisation (MoSCoW, RICE), MVP Definition, Release Planning, KPI and Success Metrics, A/B Testing, Product Analytics, Go-to-Market Support, Stakeholder Management

Agile Delivery: Scrum, Kanban, Sprint Planning, Backlog Refinement, Reviews and Retrospectives, Definition of Ready and Done, Epics, User Stories, Acceptance Criteria

Business Analysis: Requirement Elicitation, BRD, FRD, Use Cases, RTM, Gap Analysis, Impact Analysis, BPMN 2.0, Process Mapping, Wireframing, Change Management

Testing and Delivery: SIT, UAT, Regression Testing, Functional Test Case Design, API Testing (Postman), Defect Management, Release Readiness, Production Incident Resolution

Generative AI: RAG Architecture, LLM Integration (Gemini, Claude), Multi-Agent Systems, Conversational AI, Vector Databases, Prompt Engineering, Model Evaluation and Monitoring, Responsible AI and Bias Mitigation

Tools and Technical: JIRA, Confluence, Figma, MS Visio, Excel, Power BI, Google Analytics 4, Adobe Workfront, SQL, PostgreSQL/Supabase, REST APIs, WebSocket, GitHub, GitHub Copilot, Claude Code, Swift/SwiftUI, React Native, Expo, Kotlin, Cloudflare Workers

PROFESSIONAL EXPERIENCE

Capgemini | Client: McDonald's May 2021 – Sep 2026 | Mumbai

Analyst → Senior Analyst → Associate Consultant

Product Owner & Business Analyst – McAI Assistant (Conversational AI) **May 2026 – Sep 2026**

- Owned product discovery, the backlog and solution design for McDonald's Generative AI ordering assistant, with the product goal of letting a customer order and pay in under 2 minutes.
- Replaced a Kotlin Multiplatform multi-endpoint model with a single RAG-based conversational REST API powered by the Gemini Live LLM, with a self-describing response contract so the app renders responses without client releases.
- Defined the multi-agent orchestration: a main agent interprets each prompt and delegates to Cart, Recommendation and Order sub-agents.
- Defined menu taxonomy, business rules and a constrained query schema the LLM runs against a vector database to retrieve products matching the customer's prompt, grounding answers in the live menu and preventing hallucinated items.
- Directed a three-tier real-time voice design (streamed AI speech over WebSocket, pre-rendered clips, local fallback) with automatic failover; embedded bias checks, fairness guardrails and a model evaluation and monitoring approach.
- Prioritised and refined the backlog with engineering, data and UX, writing user stories, acceptance criteria and specifications; accepted AI APIs in Postman and tracked capacity and coverage in Power BI.

Product Owner & Business Analyst – Adaptive UI (Landscape Enablement) **Sep 2025 – May 2026**

- Owned landscape enablement of the McDonald's app end to end: 324 screens on iOS and Android across 5 markets (US, UK, Canada, Australia, Germany), with impact analysis per screen and business rule so existing logic was preserved without a platform rebuild.
- Prioritised and delivered 21 epics, ~400 user stories and ~1,200 test cases with a 28-developer distributed team; rolled out GitHub Copilot, saving ~22 days of effort.
- Ran A/B tests and portrait-vs-landscape gap analysis; met EU accessibility and Google Play requirements;

worked with developers to find and fix defects such as redundant API calls and memory leaks.

- Ran sprint planning, backlog refinement, reviews and retrospectives; demoed each increment to client stakeholders, drove adoption of reusable UI patterns across markets, and mentored developers and testers.

Business Analyst – McDelivery **Apr 2024 – Aug 2025**

- Merged a separate address app into the ordering journey with clear store-closed and out-of-area messaging, turning a two-app journey into one.
- Ran gap analysis and A/B tests between Order 1.0 and 2.0 for checkout and address-flow changes, benchmarking DoorDash, Zomato and Swiggy.
- Wrote BRDs, FRDs, use cases and an RTM in Confluence and Excel; mapped order and delivery journeys in BPMN 2.0; coordinated Google Address Validation, payment, order and store-availability APIs.
- Planned multi-market rollouts in Adobe Workfront and tracked timelines, risks, dependencies and UAT through to launch.

iOS Developer (Dev + QA) – McDelivery **May 2021 – Apr 2024**

- Built the SwiftUI/MVVM delivery order flow on Store Discovery, Cart, Order and Payment APIs, with error handling and offline retry.
- Led QA and Open Test automation for the delivery module (functional, integration, regression) and handled release notes and deployments; helped launch a multi-vendor delivery solution in the UK (2024).

INDEPENDENT PRODUCTS

Taken from idea to live product as Product Owner (vision, backlog, prioritisation, launch), Business Analyst and engineer, using AI-assisted development.

Deen Companion – Product Owner & Senior Software Engineer | Islamic companion app, iOS and Android (in review) **Oct 2026 – Present**

- Owned the product end to end and built it with AI-assisted development (React Native, Expo, TypeScript, SQLite): on-device prayer times, azan alarms, Quran with Urdu and English translations and recitation, hadith, Qibla and offline downloads, with no account, ads or tracking.
- Wrote native Swift and Kotlin modules (Android alarm and playback service, backup exclusion) and a Cloudflare Workers, R2 and D1 content backend; tested on a real iPhone, the iOS simulator and an Android emulator with 200+ automated tests; prepared for Play Store and App Store release.

Insurance Learning Desk – Insurance learning platform | insurance-tool-kit.pages.dev **Oct 2026 – Present**

- Launched 9 modules, 117 learning points, 89 interview questions and 9 BPMN process diagrams covering motor, health, life and IRDAI regulation; added 5 premium calculators with automated regression tests and 33 search-ready pages.

Skin Master Clinic – Clinic booking and admin platform | skinmasterclinic.netlify.app **Jul 2026 – Aug 2026**

- Delivered a production booking and admin application (Next.js, TypeScript, Supabase) in under 7 weeks from a backlog prioritised with the clinic owner, with Google Calendar sync, WhatsApp reminders and GA4 analytics; resolved live production incidents.

Ashraf Traders – Ordering and GST billing | ashraf-traders.netlify.app **Jun 2026 – Present**

- Built ordering and billing for two shops (per-shop catalogue, PDF invoices with automatic CGST/SGST/IGST, Tally-compatible exports), delivered in phases with owner demos and UAT and secured with Postgres Row-Level Security.

MBA PROJECT

Deadpool Protocol – Decentralised freelancer-protection platform (NMIMS MBA project) **2026 – Present**

- Defined the product vision, requirements and epics for freelancers, clients and DAO governance, and designed the AI risk-assessment and claim-validation model behind blockchain escrow and micro-insurance, monetised through fees, premiums and API licensing.

EDUCATION

MBA, Business Management – NMIMS (Narsee Monjee Institute), Mumbai 2025 – 2026 (expected)
B.E., Electronics – University of Mumbai Dec 2020

CERTIFICATIONS AND AWARDS

Claude Certified Architect – Professional (Anthropic) | Agile Software Development (University of Minnesota) | Fundamentals of Business Analysis | BPMN 2.0 | AI for Project Management | Generative AI | Power BI
Value Creator Award, Capgemini (2025) | Nominated, Delivery Excellence Award (2024)