



MAHMOUD ALLAM

Phone: +20 102 364 4588

Email: mahmouditallam@gmail.com



www.linkedin.com/in/mahmoud-allam-903ab0268

SUMMARY

Certified Product Owner (PSPO I – Scrum.org) with hands-on experience in Agile, Scrum, and Business Analysis. Worked on multiple fintech products as a Technical Product Owner, managing requirements, user stories, testing, and collaborating closely with development teams. Delivered professional training in Agile, Product Management, and Business Analysis. Applied Full Stack development, software testing, and UI/UX design skills in real-world projects to ensure high-quality product delivery

WORK EXPERIENCE

TEC. Product Owner - CLA SAUDI ARABIA

MAR 2024 - Present

- Own the product lifecycle from concept to delivery, ensuring alignment with business objectives.
- Gather, refine, and document product requirements from various stakeholders, especially C-level executives.
- Write clear and detailed user stories with acceptance criteria to support development and QA teams.
- Prioritize and manage product backlogs, ensuring sprint goals are well-defined and achievable.
- Frequently act as a Scrum Master, facilitating daily stand-ups, sprint planning, reviews, and retrospectives.
- Apply manual and automation testing knowledge to validate sprint deliverables before release.
- Review and suggest improvements to UI/UX designs, ensuring usability and consistency with product vision.
- Create low-fidelity wireframes to communicate ideas and support UI/UX collaboration.
- Collaborate closely with cross-functional teams including developers, designers, QA, and business stakeholders.
- Manage stakeholder expectations and maintain clear communication with C-level and business units.

Technical Instructor & Facilitator – Cherry Scale Academy

April 2025 - Present

- Deliver professional training programs in Agile, Scrum, Product Ownership, and Business Analysis.
- Design and structure course content based on real-world scenarios and industry best practices.
- Facilitate interactive sessions that combine theory with hands-on exercises and practical tools.
- Support learners by reviewing assignments, answering questions, and providing feedback to overcome blockers.
- Create supporting materials such as slides, worksheets, case studies, and sample user stories.
- Adapt teaching methods to accommodate various learning styles and experience levels.
- Introduce learners to tools like Jira, Confluence, Slack, Figma, Draw.io, and wireframing platforms such as Figma.
- Provide mentorship and career guidance to aspiring Product Owners and Business Analysts.
- Conduct knowledge assessments and evaluate learner progress throughout the training.
- Promote Agile mindset and help participants build confidence in applying it in real projects.

Product Consultant – SHIAM Consulting

NOV 2024 - Present

- Provide consulting services focused on fintech products for the Saudi and wider Gulf market.
- Analyze business models and advise on the most suitable monetization techniques (e.g., subscription, transaction-based) tailored to the target audience and regional dynamics.
- Gather, refine, and document business and technical requirements from stakeholders.
- Evaluate product-market fit, user engagement, and scalability of fintech solutions.
- Conduct competitive analysis to benchmark product positioning and pricing strategies.
- Collaborate with clients on optimizing digital financial products for compliance, user experience, and profitability.
- Prepare clear documentation, workflows, and product recommendations aligned with market needs and regulatory requirements.

Network & IT Specialist – Elite Group

DEC 2023 - MAR 2024

- Maintained and supported the company's IT infrastructure, including network devices, servers, and user systems.
- Provided technical support for hardware, software, and connectivity issues.
- Handled device setup, system access, and IT onboarding for new employees.
- Ensured network stability, security, and system performance through routine monitoring and troubleshooting.
- Managed IT assets and coordinated with vendors for issue resolution and upgrades.

IT Instructor (Freelancer)

DEC 2022 - MAY 2023

- Taught foundational and professional IT certifications to students and entry-level professionals
- Delivered structured training sessions for A+, Network+, CCNA, and MCSA certifications.
- Designed practical labs and provided real-world scenarios to enhance technical understanding.
- Assisted learners in exam preparation, hands-on skills, and career readiness.
- Adapted teaching style to fit both individual and group learning needs.

EDUCATION

Bachelor of Business Information System (BIS)- HELWAN UNIVERSITY

Aug 2018 - MAY 2022

Faculty of Commerce and Business Administration – Helwan University
Located at 43 Zamalek, Cairo, Egypt
Graduated with Very Good grade 3.0
Graduation Project: Excellent grade

Master's degree

JAN 2024 -Present

Currently pursuing a Master's degree in PBIS (Postgraduate Business Information Systems)
Helwan University – Faculty of Commerce and Business Administration

COURSES AND CERTIFICATION

- **CCNA – Helper for Training - 2021**

Covered fundamentals of networking, IP addressing, routing, switching, and network troubleshooting.

- **MCSA – Helper for Training - 2021**

Trained in Microsoft server environments, including Windows Server management, Active Directory, and infrastructure services.

- **Requirement Mastery Diploma – Cherry Scale - 2024**

Covered business analysis techniques, eliciting and documenting requirements, and aligning business needs with technical solutions covering two main journeys: Business Analyst and Product Owner

- **Software Testing Diploma – Machinfy - APRIL 2025**

Trained in manual and automation testing, including API testing, test case creation, and defect tracking.

- Full Stack PHP Laravel Diploma – **CLS Learning 2025**

Learned backend development using PHP and

Laravel, along with frontend skills in HTML, CSS, and JS.

- Professional Scrum Product Owner (PSPO) – **Scrum.org -2025**

Certified in Scrum framework with focus

on product ownership, value delivery, and Agile mindset.

- UI/UX Design – **Self-Learning 2024**

Gained hands-on knowledge in user interface design, wireframing, and usability principles through practical projects

CORE SKILLS

- Agile & Scrum Framework
- Requirement Gathering
- Backlog Management
- Stakeholder Management (including C-level)
- User Story Writing & Prioritization
- Sprint Planning & Facilitation
- Wireframing & Prototyping
- UI/UX Review & Improvement
- Product Strategy & Road mapping

TOOLS & PLATFORMS

- Jira & Confluence
- Slack & Microsoft Teams
- Figma & Draw.io
- LUCID charts
- Visual Studio Code / Cursor
- XAMPP/LARGON/PHP MY ADMIN
- PowerPoint, Prezi, Word, Excel
- Selenium WebDriver
- Cucumber

TECHNICAL SKILLS

- Software Testing (Manual & Automation)
- SQL & Database Concepts
- PHP & Laravel (Full Stack Projects)
- HTML, CSS, JavaScript (Front-end)
- Networking & Systems (CCNA, MCSA-level knowledge)
- UML Diagrams

SOFT SKILLS

- Communication & Presentation
- Teaching & Facilitation
- Critical Thinking
- Problem Solving
- Team Collaboration
- Time Management
- Adaptability
- Thinking on Your Feet

LANGUAGES:

- Arabic: Native
- English: Professional Working Proficiency

INTERESTS:

- Chess
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