

JACOB HINDI

DIRECTOR OF PRODUCT AND DELIVERY

CONTACT

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CERTIFICATIONS

- BM Product Manager Professional Certificate, IBM (Apr 2025)
- Project Management Professional (PMP), PMI (May 2022)
- Certified Scrum Master (CSM), Scrum Alliance (May 2022)
- Six Sigma Green Belt, Aveta Business Institute (May 2023)

SKILLS

- Product Vision and Strategy
- Roadmap Development
- Success Metrics & KPIs
- Cross-Functional Leadership
- User Research & Market Analysis
- A/B Testing & Experimentation
- Data-Driven Decision Making
- Product Life Cycle Management
- AI/ML Feature Development
- Engagement & Retention Metrics
- SaaS Platforms
- Agile & DevOps
- API Integrations
- Jira
- Confluence
- SQL
- AWS
- Docker
- Python

EDUCATION

- Sept 2020
- UNIVERSITY OF WASHINGTON
- Leadership & Management for PM Practitioners in IT
- Sept 2014
- HASHEMITE UNIVERSITY
- Bachelor's in Finance & Economics

PROFESSIONAL SUMMARY

Director of Product and Delivery with 10+ years managing products through full life cycle phases. Proven success defining product vision and strategy, building roadmaps, and delivering measurable results. Skilled in setting success metrics and KPIs, leading cross-functional teams of engineers, designers, researchers, and data scientists, and making data-driven product decisions. Strong background in experimentation, user research, and market analysis to shape strategy and drive growth.

PROFESSIONAL EXPERIENCE

- Director of Product and Delivery

TELCLOUD – San Diego, CA

Aug 2024 – Present

 - Defined product vision and roadmaps for collaboration and messaging features that enhanced user engagement across platforms.
 - Partnered with engineering, design, research, and ML teams to deliver AI-driven messaging tools such as automated categorization, conversation summarization, and real-time sentiment tagging.
 - Designed and implemented experimentation frameworks (A/B testing) to measure impact and optimize adoption, establishing clear KPIs for success measurement.
 - Improved engagement and response times by 40% through predictive workflows and user-centric product design.
 - Led cross-functional product execution with engineers, designers, and data scientists, aligning strategy with business growth goals.
 - Mentored junior product managers and cross-functional leads to strengthen delivery capabilities.
 - Managed hiring and onboarding for product and delivery teams, ensuring strong role alignment and smooth integration of new team members.
 - Directed people management initiatives, including performance reviews, coaching, and career development planning.
- Senior Product Manager (Contract)

Madain Corp – San Diego, CA

Feb 2024 – Aug 2024

 - Launched enhancements to collaboration and social features, increasing active usage and retention.
 - Used analytics and experimentation to drive product prioritization, boosting user satisfaction by 25%.
 - Partnered with design teams to improve user flows and strengthen community engagement.
 - Conducted user research and market analysis to shape roadmap priorities and inform product strategy.
- IT Project Manager II

ICW GROUP – San Diego, CA

Aug 2021 – Jan 2024

 - Directed projects improving collaboration platforms and reporting tools, with a focus on usability and scalability.
 - Reduced cycle times by 30% through workflow automation and iterative delivery.
 - Managed products through multiple life cycle phases from concept through delivery and optimization.
- IT Project Manager

AXOS BANK – San Diego, CA

Dec 2019 – Jun 2021

 - Oversaw digital engagement platforms, ensuring reliability and security in user-facing financial applications.
 - Defined product requirements for internal messaging workflows that streamlined team communications.
- Senior Product Manager

BUILDFIRE INC – San Diego, CA

Mar 2017 – Dec 2019

 - Owned roadmap for mobile app features focused on messaging, notifications, and user retention.
 - Increased downloads 25% and retention 15% by delivering features that strengthened community interaction.
- Product Manager

NITROUS SOLUTIONS – San Diego, CA

Feb 2015 – Jan 2017

 - Built SaaS cybersecurity products with collaboration and alerting features, enabling faster response to shared threats.
 - Improved engagement by embedding communication flows directly into the product experience.