

JOSHUA J. KHOURY

AI Product & Solutions Manager | Enterprise AI Deployment

Dubai, UAE | +971 50 471 6425 | joshuasmain10@gmail.com
yashkhou.com | Arabic (Native), English (Fluent)

PROFESSIONAL SUMMARY

Applied AI Product and Solutions Manager with 4+ years of enterprise-facing experience in fintech, commerce, and workflow automation. Lead discovery-to-production AI deployments, API integrations, and cross-functional delivery pods. Combine Python, SQL, LLM orchestration, and RAG with product roadmapping, commercial solution design, and executive stakeholder management. Translate executive priorities into production-ready systems with evaluation frameworks, human escalation, and data governance controls.

KEY ACHIEVEMENTS

- Directed five end-to-end AI product and automation releases, including voice/chat agents, RAG knowledge workflows, and operational routing tools.
- Deployed nine API-connected automations across service, CRM, payments, and reporting, recovering 1,100+ staff hours per month and approximately US\$350K in annualized operational savings.
- Delivered production-ready enterprise agent pilots in 6-10 weeks with documented evaluations, human escalation guardrails, and live performance monitoring.
- Designed solutions for five enterprise commercial proposals; three converted into annual deployments totaling US\$310K in contract value.

WORK EXPERIENCE

Meridian Applied AI | Dubai, UAE

AI Product & Solutions Lead | Oct 2024 - Present

- Own product requirements, multi-quarter roadmaps, backlog prioritization, release plans, and executive reporting across four enterprise AI agent deployments and one internal AI operations platform.
- Lead a six-person delivery pod across engineering, design, and data, from discovery and PRDs through sprint planning, UAT, deployment, and post-launch optimization.
- Deploy customer-service and operations agents handling up to 125,000 quarterly interactions, achieving 42% autonomous resolution with strict escalation controls.
- Reduce first-response times by 36% through automated triage and routing; track containment, latency, errors, token costs, and ROI in executive dashboards.
- Build prototypes with Python, LLM APIs, function calling, RAG, n8n, webhooks, and CRM integrations, establishing baseline accuracy against 500+ labeled evaluation examples.
- Run C-suite discovery workshops, technical demos, pricing discussions, and go-live reviews; partner with legal and security on RBAC, PII redaction, and audit logging.

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WORK EXPERIENCE (CONTINUED)

Northstar Commerce | Sydney, Australia

Technical Product Owner Associate (Promoted from Automation Analyst)

Oct 2022 - Sep 2024

- Own the automation backlog for merchant onboarding, order exceptions, payment operations, and customer lifecycle reporting for B2B commerce clients.
- Integrate CRM, payment gateways, and commerce platforms through REST APIs, webhooks, Python, and n8n/Make, reducing manual order exception handling by 28%.
- Reduce weekly reporting from 12 hours to two hours with standardized analytics events, SQL, and Power BI views for conversion, retention, and service quality.
- Conduct discovery interviews, write user stories and acceptance criteria, execute UAT, and coordinate three major production releases with engineering and support.
- Present business cases and post-launch ROI, train frontline teams, and maintain technical runbooks for deployed workflows.

SKILLS

Applied AI & evaluations: LLM APIs, Agent orchestration, Function / tool calling, RAG, Prompt engineering, Evaluation design, Human-in-the-loop, AI monitoring, Privacy & governance.

Engineering & APIs: Python, SQL, REST APIs, Webhooks, JSON, Git, n8n, Make, Automation testing, Cloud fundamentals.

Product & Agile delivery: PRDs, Technical discovery, Product roadmaps, Scrum / Agile, Jira, Confluence, UAT, Release management, Vendor coordination.

Commercial & BI: Power BI, Microsoft Excel, GA4, Funnel & cohort analysis, KPI dashboards, ROI modeling, C-suite discovery, Solution demos, Technical proposals.

EDUCATION & CERTIFICATIONS

- AWS Certified Solutions Architect - Associate | Amazon Web Services (2025)
- Professional Scrum Master I (PSM I) | Scrum.org (2024)

TECHNICAL PORTFOLIO & CASE STUDIES

Available at yashkhou.com/#case-studies

- Production AI Customer-Service Agent & Evaluation Harness: architecture, 500+ example evaluation framework, escalation logic, and 42% autonomous resolution.
- B2B Commerce & Payments API Automation: REST API and webhook orchestration, 28% reduction in manual exception handling, and reporting reduced from 12 to two hours per week.
- Enterprise AI Product Launch & Telemetry: release governance, token economics, latency, adoption, executive KPIs, and commercial solution design.