

# Mohsin Fazal E Karim Potrick

Davie, FL | +1 (680) 356-6909 | [mohsinpotrick96@outlook.com](mailto:mohsinpotrick96@outlook.com) | [LinkedIn](#)  
(Open to Relocate)

## PROFESSIONAL SUMMARY

---

**Product Owner** with **4+ years** of experience delivering **LLM-enabled**, data-driven products across **fintech** and **SaaS**. Proven expertise in end-to-end product ownership, **AI automation**, **Agile delivery**, and scalable enterprise solutions. **Actively seeking opportunities** to lead high-impact AI product initiatives.

## RECOGNITION, CERTIFICATIONS

---

- Certified Scrum Product Owner (CSPO)
- Certified Scrum Master (CSM)

### *Associated with EAAA India Alternatives Limited*

- Recognized with the title **“Tycoon”** for outstanding contribution and efforts during my tenure as a Product Manager

## WORK EXPERIENCE

---

### Nomura Holdings

Remote US

#### Product Owner

Jan 2025 – Present

*Designed to improve efficiency and transparency in expense approval and payment execution workflows by replacing manual processes with a centralized, automated platform. The initiative focused on reducing approval turnaround time, enabling faster fund disbursements across banking partners, improving operational efficiency, and supporting the timely execution of financial transactions.*

- Designed a centralized reconciliation platform aggregating transaction data across all banks and accounts.
- Integrated bank-provided **APIs** (Credit, Debit, Error, and Transaction APIs) to fetch real-time transaction data.
- Led end-to-end product development of **BRICS**, a centralized **RAG** - AI-augmented bank reconciliation platform for Fund Operations in the private debt domain, from problem discovery through production launch
- Oversaw AI model evaluation and prompt design, ensuring outputs were assistive, read-only, explainable, and human-verified, maintaining trust in operational processes.
- Designed, built, fine-tuned, and tested an **LLM model** for transaction prioritization, anomaly detection, root-cause suggestions, audit-ready narrative generation, and read-only operational Copilot
- Researched, evaluated, and selected **LLMs**, designing effective prompts, configuring parameters (temperature, max tokens, response length), and optimizing outputs for accuracy, reliability, and operational relevance
- Conducted thorough testing of AI agents, documenting performance, detecting inconsistencies, and improving reliability benchmarks for operational adoption.
- Developed comprehensive AI documentation, detailing assumptions, limitations, validation outcomes, and usage guidelines for FundOps and Controls teams
- Identified critical operational and security gaps caused by manual bank logins and credential dependency, and translated them into scalable product requirements

- Designed a unified system aggregating credit, debit, and transaction data across 10+ banks and multiple accounts using bank-provided APIs and MCPs, eliminating manual reconciliation efforts.
- Enabled real-time transaction visibility across multiple banks, supporting high-volume fund operations
- Collaborated with Banks, FundOps, and Engineering teams cross-functionally to define API integration strategies and ensure accurate transaction mapping across funds, banks, and beneficiaries
- Implemented SSO-based authentication and role-based access control, removing reliance on shared bank credentials and significantly improving security and business continuity
- Enabled fund-wise, bank-wise, and beneficiary-wise transaction visibility, along with advanced filtering, CSV/PDF statement downloads, and automated daily, weekly, and monthly reports

## **SIDEARM Sports**

**New York, US**

### **Data Curator Co-op**

**May 2024 – Aug 2024**

*Supported client data migration and platform standardization efforts by curating, validating, and structuring content for deployment on SIDEARM's proprietary content management system. Worked cross-functionally with Engineering, Support, and Client Success teams to ensure data accuracy, consistency, and readiness for client go-live.*

- Curated, validated, and structured extensive 50+ client datasets within Excel and SIDEARM's proprietary CMS, ensuring 100% data accuracy and consistency across digital client platforms
- Collaborated cross-functionally with Engineering, Support, and Client Success teams to execute precise data mapping and discrepancy resolution, achieving a 98% error-free migration rate and seamless delivery across all client sites
- Led and monitored multi-client content migration workflows, verifying metadata, custom fields, and digital assets to meet SIDEARM's quality standards before go-live, reducing post-launch issues by 35%

## **EAAA India Alternatives Limited**

**Mumbai, India**

### **Associate Product Manager**

**Jun 2021 – Jul 2023**

#### **Project 1: APEX - Approval Platform for Expense Execution**

*Earlier, the fund ops used to receive invoices from the custodian and create payment instructions manually for each custodian, which required approvals based on the nature of the payment. So I designed the system to improve efficiency and transparency in expense approval and payment execution workflows by replacing manual processes with a centralized, automated platform.*

- Facilitated business requirement gathering sessions and converted business needs using UML diagrams, wireframes, and system architecture using Confluence, MS Visio, and Figma, improving delivery accuracy by 30%
- Led the end-to-end product lifecycle from conception to completion using Agile methodologies, defining product vision, roadmap, product backlog, and creating MVPs aligned with organizational goals and stakeholder priorities
- Authored detailed BRDs and FSDs to define business and system requirements, enhancements, process optimizations, and data workflows, ensuring end-to-end execution consistency, technical feasibility, and business impact
- Drove Agile execution by defining user stories, epics, and acceptance criteria in JIRA, leading sprint ceremonies, and maintaining Definition of Done (DoD) and Definition of Ready (DoR), boosting product feature delivery from 86% to 92%

- Automated manual business processes and approval workflows using Microsoft Power Platform and Power BI, reducing manual workload by 14+ hours per week, improving operational efficiency by 35%, and saving \$12,000 annually
- Collaborated with cross-functional teams across 7+ teams, including Finance, Risk, Legal, Compliance, and Engineering, and conducted product demos to ensure alignment, timely delivery, and successful product adoption, improving stakeholder satisfaction by 25%
- Developed real-time analytics dashboards in Power BI and Excel, enabling leadership to track KPIs, financial performance, and product metrics for data-driven decisions

### **Project 2: BRICS - Bank Reconciliation & Integrated Consolidation System**

*Earlier, Fund Operations relied on manually logging into 10+ banks with multiple accounts to verify transaction statuses after execution. In order to cater to this problem, I made an integrated system that collected all the information from various banks and displayed them into a single system.*

### **Project 3: Canvass – Getting Things Done**

*To release a fund, we used to have manual Excel lists with interdependencies that would cause confusion and slow response, with no traceability and a reminder framework. I developed canvass to standardize task execution, documentation, and deadline tracking across Legal, Risk, and Compliance teams and various other verticals within the company.*

- Designed end-to-end workflows and document-driven processes to centralize task execution, reducing stakeholder effort by 83%
- Implemented task automation and automated reminder mechanisms, resulting in a 28% reduction in missed deadlines and improved cross-team collaboration
- Diagrammed and structured interactive dashboards and visualizations to present complex fund and compliance data clearly
- Enabled Compliance, Legal, and Risk teams to analyze information 50% faster by improving data accessibility and interpretability
- Collaborated with cross-functional stakeholders to ensure workflow alignment with internal governance and operational requirements

## **SIGMAFLUX**

**Thane, India**

### **Product Owner**

**Jun 2019 – May 2021**

### **Project 1: Employee Lifecycle Management Platform**

*The HR and employee management processes were highly manual, relying on files, emails, and spreadsheets. The company had a lack of centralized visibility and tracking, which led to inefficiencies, errors, and delays in recruitment, onboarding, employment management, and offboarding. I made a system which included the entire lifecycle of the employee, right from lead generation to offboarding, including workflows for Interviews, Onboarding, Background verification, Employment (of the employee), and Offboarding. The system also had a few workflow systems within it, including Birthdays, Compliance Training reminders, and Insurance portals.*

- Designed and developed a comprehensive Employee Lifecycle Management System covering the full spectrum: Leads → Interviews → Onboarding → Employment → Offboarding.

### **Project 2: Sprint-Level Client Feedback & NPS Management System**

*Initially, the client feedback was tracked manually using Excel sheets and JIRA comments, making it difficult to analyze trends or take timely action. There was no standardized mechanism to capture client sentiment at a sprint level. Whenever issues were raised by dissatisfied clients, they were often delayed or lost, which impacted delivery quality and stakeholder trust. Project Leaders lacked visibility into project health from a client*

satisfaction perspective. In order to cater to this, I made a system where each of these things was possible with the addition of report generation and analysis to take actionable insights.

This product is a sprint-level Client Feedback and Net Promoter Score (NPS) management system designed to replace fragmented tracking across Excel and JIRA. It enabled structured, real-time measurement of stakeholder satisfaction for each sprint within a project. I automated NPS collection, issue tracking, follow-ups, escalations, and reporting, ensuring timely action on client feedback. By embedding NPS into sprint workflows, the platform improved accountability, transparency, and long-term client satisfaction while generating actionable insights for delivery and leadership teams.

## PROJECTS

---

### **Syracuse University Housing Management System**

Spearheaded the design and planning of SU-HMS to streamline student housing operations, improving accessibility, safety compliance, and administrative workflows. Conducted workflow analysis to identify bottlenecks and proposed innovative solutions to enhance housing allocation and maintenance tracking.

### **Healthcare Administration Platform**

Designed and implemented a healthcare management system to centralize patient data and optimize administrative processes. Built a SQL-based database using Azure Data Studio and developed interactive PowerBI dashboards to support informed decision-making for healthcare professionals and administrators.

### **Anti-Money Laundering System**

Developed a Snowflake-based AML data warehouse to monitor high-value and suspicious transactions, ensuring regulatory compliance. Built an automated ETL pipeline using Python and Apache Airflow, and created PowerBI dashboards to provide actionable insights for fraud detection, improving monitoring efficiency by 50%.

### **Predicting Skin Diseases and Cancer with Convolutional Neural Networks**

Built a CNN model using ResNet and EfficientNet architectures to classify 25,000+ annotated skin condition images, enhancing diagnostic accuracy. Optimized data pipelines with augmentation and standardization, and implemented TensorFlow, PyTorch, and OpenCV to achieve high precision, recall, and F1-score.

## SKILLS

---

- **Product Management:** Software Development Life Cycle (SDLC), Product Development Life Cycle (PDLC), People Management, 0 to 1 Product Management, A/B Testing, Market Research, User Research, Business Process Model and Notation, Business Requirement Document, Function Specification Document, Product Lifecycle Management, Defining Product Vision, Product Road mapping, Product Backlog Management
- **Project Management:** Agile Scrum, JIRA, Story Mapping, Scrum Backlog Management, Daily Scrum, Sprint Review, Sprint Retrospective, Cross-Functional Collaboration, Stakeholder Management, Client Management, Vendor Management
- **Database Management:** SQL/MySQL, PostgreSQL, MS SQL Server, Spark SQL, Azure Data Studio, Snowflake, SharePoint
- **Business Intelligence & Power Platforms:** Power BI, Tableau, Microsoft Excel, PowerApps, Power Automate, MS PowerPoint
- **AI & Machine Learning:** Large Language Models (LLMs), Generative AI, Model Evaluation, Responsible AI

## EDUCATION

---

### **SYRACUSE UNIVERSITY**

Master of Science (M.S.), Information Systems

**New York, US**  
**May 2025**

### **SYRACUSE UNIVERSITY**

Certificate of Advanced Study (C.A.S), Data Science

**New York, US**  
**May 2025**

### **BHARATI VIDYAPEETH'S COLLEGE OF ENGINEERING**

Bachelor of Engineering (B.E), Information Technology

**Mumbai, India**  
**May 2021**