Firas Mohammed

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Dubai, United Arab Emirates

PROFESSIONAL SUMMARY

Operations and programs leader with 7+ years in UAE operations across government service, healthcare, e-commerce and subscription technology, including about three years building the operating layer behind subscription and consumer-fintech businesses. Designs the customer journeys, SOPs, risk frameworks and decision-focused dashboards that protect revenue, compress cycle times and keep retention on target: credit decisioning that cut subscriber default from 27% to 8%, B2B onboarding compressed from two weeks to five business days, and order processing reduced from three days to under 24 hours. Increasingly builds the tooling as well as the process, having shipped a multi-tenant computer-vision platform, a SaaS product with live payments, an AI document pipeline over a corpus of 100,000+ posts, and the automation behind a company he founded and runs remotely; those builds evidence data integrity, access governance, cost stewardship and human-in-the-loop controls.

CORE COMPETENCIES

Business Operations & Program Management | Process Design & SOP Development | Credit Risk & Portfolio Decisioning | B2B Onboarding & Implementation | Subscription & Direct Debit Workflows | KPIs, Dashboards & Reporting | Market Expansion & Go-Live Readiness | Cross-functional Leadership | AI Process Automation (Claude, OpenAI) | Vendor & Systems Implementation | Event & Programme Delivery | Procurement & Supplier Negotiation | Vendor Qualification & Onboarding | Costing, Billing & Financial Controls | Programme Risk (RAID, RAG) | Service Levels, DR & Incident Management | Information Management & Data Integrity | Access Governance & Data Privacy | Cloud & AI Cost Stewardship | Release & Quality Gates | Data Consolidation & Migration Integrity

WORK EXPERIENCE

Zension Technologies (Zaam)

Jul 2024 - Jul 2026

Manager, Programs, Operations & Portfolio Risk

Dubai

- Led end-to-end B2B onboarding for corporate clients across finance, risk and commercial teams, covering trade licences, VAT, Emirates ID, credit checks via Credicide and AECB, e-signatures via DigiSigner and direct-debit setup, cutting the onboarding cycle from 2 weeks to 5 business days.
- Built a weighted credit-risk decisioning framework (V2.1 scoring model across 128 subscriptions and 455 behavioral data points) that reduced the subscriber default rate from 27% to 8%, protecting revenue on high-value subscriptions.
- Owned the iStyle (Apple retail) device-subscription program end to end in 2026: a ~USD 400k program budget, the delivery plan and the full program P&L, from launch readiness through go-live until the program was wound down after a regional market disruption.
- Redesigned the full D2C and B2B customer journey with Apple-ecosystem partners (iStyle, Virgin), cutting average order processing from about 3 days to under 24 hours and manual fulfilment steps by over 50%.
- Designed and implemented SOPs for the UAE D2C and B2B programs from a blank page: requirements gathering, workflow mapping, role assignment and sign-off.
- Built and maintained country and area risk sheets and demographic scoring models, refreshed quarterly to support D2C and B2B approval decisions.
- Led an outreach-first collections recovery on a telecom subscriber portfolio, taking the book net-positive while protecting customer relationships.
- Selected and onboarded a logistics partner for delivery and reverse logistics, holding 96% on-time delivery and returns within 48 hours.
- Built AI-powered lead-generation and reporting automation on the Claude API, verifying decision-maker contacts for 141 priority companies and cutting manual effort across the commercial team.

ZEN VIBE

Jun 2026 - Present

Founder

Sudan, operated remotely from Dubai

- Founded and remotely operate a registered events and catering company with a partner team across Sudan, Egypt and the UAE, funding and directing incorporation from the UAE.
- Mapped and drove a circular regulatory dependency chain end to end (registration, security clearance, operating licence, tax file, corporate bank account), each step blocking the next and handled in a different country.
- Built the billing system the company invoices on: sequential non-repeating invoice and receipt numbering, branded PDF output with electronic seal, and a client-facing verification page where each bill is checked against a cryptographically derived code.
- Established the financial spine and reporting cadence: a multi-sheet cost, payment, reserve, contribution and FX tracker as the single source of truth, automated daily capture of costs and exchange rates, and a weekly partner financial report issued in English and Arabic.
- Positioned the company for institutional work, including UN agency supplier registration and tender-ready pricing models.

Revibe.me

Nov 2023 - Jun 2024

Business Operations Senior Specialist

Dubai

- Drove operational readiness for the Kuwait market launch, coordinating cross-border teams for a seamless go-live.
- Designed frameworks and reporting dashboards that cut customer complaints 21% and improved first-time resolution 25%.
- Partnered with the Head of Operations & Data to align performance metrics with corporate growth KPIs; standardized customer service, logistics and returns processes with automation and feedback loops.

German Neuroscience Centre

Apr 2021 - Oct 2023

Business Operations Team Leader

Dubai

- Coordinated operations across multiple clinic branches to deliver a unified, consistent patient experience; achieved an 18% improvement in turnaround time through workflow redesign and documentation accuracy.
- Developed new operational protocols and standardized claims processes to support the clinic's expansion; introduced automation tools for claims tracking and routine reporting.

Dubai Electricity & Water Authority (DEWA)

Jan 2019 - Mar 2021

Customer Service Team Leader

Dubai

- Led a customer service team of 10+ agents aligned with the Dubai Government Service Model, improving first-call resolution by 23% through targeted training and structured service protocols.
- Oversaw escalations, analyzed service trends, and refined SLAs and operational KPIs with leadership.

SYSTEMS BUILT

ConstructVision AI, construction-site intelligence platform

Designed, directed and shipped (2026)

Incumbent site-monitoring products charge from USD 10,000 per project while most sites already own cameras nobody reviews. In three weeks designed, directed and shipped a multi-tenant platform that turns that footage into a searchable, reportable record: plain-language search over site imagery, object detection, a customer-driven correction loop, PDF and timelapse reporting, web portals and an Android app (480 commits, ~205,000 lines).

Built the way a paying customer audits it before signing: three-tier RBAC, non-leaking cross-tenant responses, MFA, session revocation, fail-closed backpressure, and a one-command release gate (tests, typecheck, lint, build, migration validation) mirrored in CI. Status stated honestly: staging, pre-customer.

Competencies shown: access governance and tenant isolation; data-loss prevention under load; release and quality gates; risk-based roadmapping from an independent competitive teardown.

Python/FastAPI, Next.js, PostgreSQL/pgvector, computer vision

Arabic-language document and recovery pipeline

Designed, directed and shipped (2026)

Families were searching social media post by post for one chassis number. Built an ingestion, OCR and AI-scoring pipeline that processed 106,595 Arabic social-media posts and 133,161 media items into 679,162 searchable records, published free as a public lookup service.

Cut model spend by an order of magnitude (transcribe-once OCR, deterministic pre-filter, relevance gate, deduplication, model tiering, half-price batch processing), which is how the service can afford to stay free.

Four verification gates over every processing wave; one exposed a silent loss of ~130,000 records that per-item completion metrics had reported as a clean pass.

Competencies shown: information management over unstructured multilingual data; data integrity and reporting accountability; cloud and AI cost stewardship.

Python, Google Cloud Vision, Claude and OpenAI APIs

JobVerdict, multi-tenant SaaS product

Designed, directed and shipped (2026)

A SaaS product is only sellable once money moves through it correctly: designed, directed and shipped a multi-tenant web application (~19,000 lines, 125 files) with per-user AI metering, plan quotas and a live payment path through a UAE processor, where every paid grant is idempotent and amount-verified, so a replayed webhook cannot create a free plan or a double charge.

Anti-fabrication guardrail enforced in every generation prompt and covered by its own tests, within 20+ automated tests on quotas, payments, auth and sanitisation: controls designed into the system, not written as policy.

Competencies shown: financial transaction integrity; usage metering and quota control; controls designed into the system rather than written as policy.

Next.js, React, TypeScript, Prisma, Anthropic API

Job-search pipeline automation

Implementation and extension of an open-source engine (2026)

Treated the job search as an operations problem: extended a third-party open-source system across 85 commits with regional-board scanners, a verified registry of 170 company portals, a triage dashboard, and status detection rewritten from fragile scraping to a direct mail-store read.

Nothing goes out unseen: an outreach queue that drafts rather than sends, holds a veto window, routes approvals to a phone and alerts on every failed scheduled run.

Competencies shown: human-in-the-loop automation controls; monitoring and alerting on scheduled operations.

Node.js, Playwright, Chrome DevTools Protocol

Personal archive consolidation pipeline

Designed and built (2026)

Consolidated seventeen years of personal data exports (2009-2026) from seven incompatible sources into one queryable corpus of ~570,000 messages, with 3,500+ mail attachments indexed; around forty single-purpose, independently re-runnable programs and a runbook written for someone else to operate.

Caught a silent encoding fault (UTF-8 content labelled Latin-1) that would have replaced every Arabic character, roughly half the archive, with mojibake while the import reported clean counts; ran a deliberate adversarial second pass over the analysis that forced the retraction of one conclusion.

Competencies shown: multi-source data consolidation and migration integrity; identity resolution across systems that disagree on identifiers; adversarial review of one's own findings.

Python, SQLite, newline-delimited JSON

EDUCATION

Bachelor of Science (Honours) in Electronics Engineering The Future University — 2019

Khartoum, Sudan

CERTIFICATIONS

Academic IELTS, Band Score 8.0 — British Council — 2021

SKILLS

Operations: SOP and process design, program and project management, B2B onboarding and implementation, market expansion and go-live readiness, change management, cross-functional and remote team leadership

Finance and vendors: Unit costing and pricing, billing and invoicing, financial controls and reconciliation, FX risk and margin tracking, procurement and supplier negotiation, vendor qualification, tender and RFP analysis

Information and data: Information management over unstructured multilingual data, data integrity and verification gates, reporting integrity, access control and tenant isolation, cloud and AI cost stewardship, release and quality gates, human-in-the-loop automation controls

Tools: Odoo, Stripe, Zendesk, AECB, Credicide, DigiSigner, UAE Pass, Lusha, Claude and OpenAI APIs, Next.js, React, TypeScript, Node.js, Python, PostgreSQL, Playwright

Languages: Arabic (native), English (bilingual, IELTS 8.0)