

Mohamed Soliman

+49 173 2017498

moe.raafat@live.com

"As a Product Manager, I am curious and experimental by nature, I try to embrace learnings as they unfold. I have led a team often, and became a big believer in the power of empowered scrum teams, I also place strong emphasis on empathy and teamwork."

EXPERIENCE

Senior Product Manager, Patient 21, Berlin, Germany

April 2023 - Present

"empowering patients to gain control over their dental care journey"

- Managed the scrum team responsible for the health assistant.
- Achieved a growth trajectory of 112.44% average quarterly increase in user registrations between Q2 and Q4 2023.
- orchestrated a robust increase in average appointments per patient, achieving 134.57% growth between Q2 and Q4 2023.

Product Manager, Aklamio, Berlin, Germany

January 2022 - April 2023

"building #1 customer incentive platform"

- Managed the scrum team responsible for the B2C interface.
- Implemented an experimentation framework that led to a 15% increase in funnel leading KPIs for the B2C interface.
- Led the effort from concept to launch of the Cash-back feature, beta testing showing a 20% increase in sales.
- Established a research repository to gather feedback from B2C users and B2B customers.

Growth Product Manager, The Social Chain AG, Berlin, Germany

August 2020 - January 2022

"growing The Social Chain's e-commerce portfolio"

- Improved Urbanara's conversion rate by 60% through optimizing recommendation algorithms, resulting in increased online sales and customer engagement.
- Managed a project team of 10 people, responsible for the redesign and replatforming of the Ravensberger website, leading to a significant increase in sales for the brand.
- Successfully launched several new features and product lines that increased customer engagement and revenue

UX Researcher Mixed Methods, Coya AG, Berlin, Germany

Nov 2018 – June 2020

"building a fully digital Insurance"

Conducted multiple A/B tests to optimize customer journey and increase conversion rates

EDUCATION

Jul 2018 - Oct 2018 **Robust Entrepreneurship Program Tony Elumelu Foundation**

2016-2017 Diploma, Design Thinking HPI School of Design Thinking

2015-2017

M.A., International Management - Very Good SRH Hochschule Berlin

2011 - 2015

B.A., Innovation Management - Very Good German University in Cairo

SKILLS

Discovery skills

JTBD framework **Empathy Interviews Usability Testing** Rapid Prototyping User Personas Hypothesis testing

Technical skills

SQL HTML CSS

Delivery skills

Scrum A/B & Multivariate testing Kanban Continuous Delivery Behaviour-Driven Development KANO studies

LANGUAGES

Arabic - C2 Native English - C2 Native German - B1/B2

- Conducted both qualitative and quantitative research activities to gather customer insights and inform product strategy
- Led design thinking and design sprints workshops to foster a human-centered approach to problem solving and product development within the company.

Co-Founder & Head of Product, DiasVest, Berlin,

Nov 2017 – Aug 2018

"crowdfunding the african startup scene"

- Co-founded a fintech start-up in Berlin working towards crowdfunding the african startup.
- Completed a 6-month incubator program at Tony Elmelu, where I honed my entrepreneurial skills and learned how to build user-centric products.
- Successfully launched alpha version of the product