

SYED HAMEED K

Technical Product Manager - Enterprise Platforms & AI

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SUMMARY

Technical Product Manager specialising in IAM, AI/Agentic products, and enterprise platform consolidation, with 4+ years leading product strategy, roadmap execution, and large-scale modernisation at Airbus, built on 6 years of full-stack engineering experience. Technically fluent in system design, architectural trade-offs, and delivery decisions.

Currently leading MyIAM, the cornerstone of Airbus's IAM Convergence programme - consolidating multiple IAM platforms into a single end-user experience for 200,000+ users and driving enterprise-wide IT simplification. Also conceived, business-cased, and delivered the IAM AI Agentic Assistant, a 0-to-1 product automating enterprise IAM self-service workflows.

Collaborates closely with CISOs, IT Directors, and senior stakeholders across regulated environments to define product direction, build business cases, align roadmaps, and drive enterprise transformation initiatives.

EXPERIENCE

Product Manager | Airbus, Bengaluru

Apr 2025 – Present

Airbus IAM Convergence mission - MyIAM as the single enterprise IAM tool & IAM AI Agentic Assistant (0-to-1)

- **Platform consolidation strategy:** Defined the IAM Convergence strategy to consolidate six IAM platforms into MyIAM, creating a unified self-service experience for 200,000+ users while reducing platform fragmentation and operational complexity.
- **0-to-1 AI product:** Defined and lead delivery of the IAM AI Agentic Assistant - AWS-based, LLM orchestration, RAG over an internal knowledge base, and tool-calling agents - to automate Tier-1 self-service workflows and reduce helpdesk dependency.
- **ANUBIS decommissioning:** Took ownership of a business-critical but orphaned IAM platform, evaluated retirement options, defined a migration strategy, and secured stakeholder alignment to decommission ANUBIS and reduce architectural complexity.
- **Team & budget:** Lead a team of 5 internal developers and 2 subcontractors (~₹1.65Cr / ~€180K annual headcount); responsible for team delivery, performance, and resource planning.

Product Owner | Airbus, Bengaluru

Apr 2022 – Mar 2025

Owned an enterprise self-service IAM platform serving 1,00,000+ users

- **ET4GPMG modernisation:** Built the product strategy and roadmap to replace ET4GPMG - a 14-year-old legacy group lifecycle management tool - with MyAccess. Presented to the Head of IAM, overcame cost pushback by developing a baseline-vs-target business case, and secured buy-in for full roadmap execution.
- **MyAppConnect:** Conceived and built MyAppConnect from scratch - a self-service AuthX tool for API onboarding - in cross-functional collaboration with the Airbus Europe product team, eliminating a manual process costing ~€120/incident and delivering ~€28,800/year in savings.
- **SPARTE decommissioning:** Identified platform overlap between SPARTE and MyAccount, built the consolidation strategy, secured stakeholder alignment, and retired SPARTE by migrating 70,000 users to MyAccount, reducing IAM platform complexity.
- **IIVR (self-service):** Delivered an IVR-based password reset capability that reduced password-reset demand by ~25%, deflecting ~3,000 of 12,000 monthly requests and reducing helpdesk workload.
- **Airbus Passport (mobile):** Owned Airbus Passport, the enterprise IAM mobile gateway serving 10,000+ users across iOS and Android, managing roadmap prioritisation, platform upgrades, and authentication experience improvements.

- **Team development:** Mentored engineers and technical leads across agile delivery, problem-solving, and career development as team size expanded from 3 to 9 members.

Systems Engineer | Airbus, Bengaluru

Apr 2020 – Mar 2022

Platform engineering and DevOps automation

- **DevOps automation:** Built a CI/CD pipeline from scratch (Jenkins, GitHub, OpenShift, Ansible) that automated releases across multiple applications and substantially shortened release-cycle time.
- **Compliance automation:** Delivered enterprise security-compliance automation across key product lines, improving audit-readiness and removing manual effort from quarterly reviews.

Senior Full-Stack Engineer | Alten India (for Airbus)

Aug 2018 – Mar 2020

Airbus R&D - ADELA electrical load analysis platform

- **Avionics R&D:** Delivered ADELA, an R&D web application for Airbus Electrical Design teams to compute and analyze Electrical Load Analysis for commercial aircraft programs. Acted as Subject Matter Expert and primary technical point of contact, bridging engineering and stakeholder requirements.

Senior Full-Stack Engineer | Scientific Games India

Oct 2016 – Aug 2018

Gaming & lottery SaaS - casino management and ticketing platforms

- **Gaming SaaS:** Built the TITO API and Insite Site Controller casino-management platform serving lottery and gaming clients across multiple properties. Collaborated closely with product owners, business stakeholders, and QA - early cross-functional exposure that shaped the move into product management.

SELECTED PROJECTS

- **AI Orchestrator (open source):** Designing and building an open-source multi-agent AI orchestration platform featuring deterministic workflows, crash recovery, project isolation, and real-time execution monitoring across Claude and Codex agents.
- **Sukoon Music Player (live on Google Play store):** Offline Android music app (Kotlin, Jetpack Compose, Media3/ExoPlayer) - 5-band EQ, gapless playback, lyrics sync, and ambient color system via Android Palette API. [Play Store ↗](#)

SKILLS

Product	Product Vision & Strategy • Roadmapping & Prioritization • Product Discovery • ROI & Business Case Development • Risk Management • Prioritization & Trade-off Analysis • Executive Stakeholder Management • User Research & UI/UX Design • Agile / SAFe / Scrum • Service Delivery & Operational Excellence
Technical	AWS (Bedrock, S3, CloudWatch) • .NET / C# / ASP.NET MVC • DevSecOps • Microservices • Docker / Kubernetes • SQL
Domain	Identity & Access Management (IAM) & Identity Governance • Access Recertification • Active Directory • Role-Based Access Control (RBAC) • Single Sign-On (SSO) • Zero-Trust Security • OAuth 2.0 / OIDC / SAML • Compliance & Audit Reporting • Enterprise Mobility (iOS & Android)
AI / ML	Generative AI • LLMs (Claude / AWS Bedrock) • Retrieval-Augmented Generation (RAG) • Agentic AI & Systems • Tool-Calling Agents (MCP) • LangGraph • Prompt Engineering • AI Product Evaluation • AI Product Strategy

Certifications & Education

CERTIFICATIONS

- PMP - Project Management Professional
- SAFe 6 Product Owner / Product Manager
- PSPO-I : Professional Scrum Product Owner

EDUCATION

B.E., Computer Science
Dr. Ambedkar Institute of Technology
2010 – 2014 • CGPA: 8.56 / 10