Kayvon Khaledi

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Product owner who turns manual, error-prone work into products people rely on, and increasingly builds the first version himself. 7+ years of hands-on product ownership inside 18+ years in technology. At Rheem Manufacturing, owns the roadmap for Dynamics 365 Customer Service, Omnichannel CCaaS, Dispatch, and Chat, whose customers are 500+ internal users handling 2M+ calls and 150,000-200,000 cases a year. Designs and ships AI-assisted tools with privacy and guardrails built in. Portfolio and demo videos: kayvon.dev.

Core Competencies

- **Internal Discovery and Problem Statements**: Turns requests from colleagues who know the pain but not the fix into scoped user stories, functional requirements, and acceptance criteria.
- **Workflow Redesign, Decision Rights, and Human Oversight**: Redesigns manual workflows around what automation should do and where a person decides; builds verification, exception handling, and escalation paths into the design.
- **Baselines, Success Criteria, and Outcomes**: Defines the baseline before work starts (minutes per task, updates per year, cost avoided) and tracks adoption through governance, KPI frameworks, and training.
- **Workflow Automation and AI Prototyping**: Built a low-code Power Automate workflow automation with AI assistance (Phase 1 in production); custom Microsoft Copilot agent for product work; AI-assisted apps built with Claude in Python, macOS, and web, with safeguards such as verified-only alert recipients.
- **Roadmap Ownership and Prioritization**: Three-year roadmap; backlog decisions by business value, customer impact, and operational need when groups compete for the same team; Scrum delivery in Azure DevOps.
- **Cross-Functional Leadership Without Formal Authority**: Primary liaison between CX leadership, business stakeholders, developers, and EY consulting partners across multiple North American business units.

Professional Experience

- **Rheem Manufacturing** — **Remote**
  Product Owner — *May 2026 - Present*
  - Built a Power Automate flow with AI assistance (Claude) that provisions new Dynamics 365 users across three environments with the correct permissions for each, built to replace about 3,000 manual user setups a year (roughly 1,000 users times three environments, at about 10 minutes each). Built-in verification, guided error fixes, and separate alerts for permissions it cannot map; designed to eliminate about 500 hours (about $30,000) a year. Phase 1 live; direct ITNow integration planned.
  - Own product strategy, the three-year roadmap, and the backlog for Dynamics 365 Customer Service, Omnichannel CCaaS, Dispatch, and Chat, platforms whose customers are 500+ internal users, with growth projected beyond 700.
  - Designed configurable holiday scheduling across 75 contact center queues, built to eliminate about 825 manual queue updates and roughly 40 hours of administrative work a year (pending go-live).
  - Delivered self-service tools that let users and supervisors mass-cancel cases, auto-mark spam, and reassign agents' queues on the fly, shifting routine changes from developers to the business.
  - Own a platform with a live conversational voice/IVR bot that captures product serial numbers for agents; Copilot features for agents are in progress. Built a custom Microsoft Copilot agent for product work.
  - Established governance standards, documentation frameworks, and training programs that improved platform adoption, consistency, and scalability.

- **Rheem Manufacturing** **Remote**
  CX Manager, Strategic Initiatives (Product Owner - Dynamics 365 Customer Service) *Nov 2022 - May 2026*
  - Stepped into product ownership to close a gap in platform leadership: introduced intake and change management for requests, changes, and releases, owned and prioritized the backlog, ran sprint ceremonies, and signed off on releases.
  - Designed, specified, and delivered an ITNow-to-Azure DevOps integration built by developers that eliminated manual handoffs and reduced errors, avoiding an estimated $50,000-$70,000 per year in turnkey plugin costs (build vs. buy).
  - Led SugarCRM-to-Dynamics 365 Customer Service migrations and go-lives for Raypak and IBC: solution design, business process design, UAT and test scripts, defect reviews with developers, deployment readiness, training, and adoption.
- **Universal Windows Direct**
  Sales Professional *Jan 2022 - Nov 2022*
  - Ranked among the top 10 sales representatives nationwide with more than $1 million in net sales in the first year and a 63% average close rate against a regional average of about 40%; sharpened the discovery skills later used in requirements work.
- **SC Strategic Solutions**
  Support Specialist / Project Management (Product Ownership) *Jul 2018 - Jan 2022*
  - Owned product planning and delivery for custom software applications used by approximately 80% of Ohio schools, from concept through deployment.
  - Ran stakeholder workshops and requirements sessions to define functionality and set priorities; made wireframes and clickable prototypes in PowerPoint and Excel.
  - Led implementations, onboarding, and end-user training; supported SOC 2 readiness through documentation and process improvements.

Independent AI Projects

- **Release Radar**: Azure DevOps refinement and PI planning tool. AI checks items against the Definition of Ready; stakeholders answer in Excel; ADO follow-ups are verified on the next pull. Read-only, AES-256 encrypted. Saved about 24 hours on its first release.
- **Mail Auto-Sort**: Replaced about 50 mail rules; filed 1,495 emails into 21 folders in 10 days and unsubscribes automatically, handing CAPTCHAs back to a person.
- **Front Row Scout**: Presale watcher that finds official sources and codes and fills in signups, but stops at every CAPTCHA and never buys tickets.
- **Price tracker (beta)**: Checks legitimate retailers for price drops; alerts go only to verified recipients.

Earlier Technology Career

- **iVision**
  Duty Manager *Aug 2016 - Jul 2018*
  Promoted from Engineer I to Duty Manager within six months; managed a team of 18 engineers and analysts in managed services operations and authored 400+ knowledge articles.
- **Gaymont Nursing Center**
  Director of IT Services *Apr 2016 - Aug 2016*
  Directed infrastructure, help desk, and technology planning for a 100+ employee healthcare organization.
- **Tempest Telecom Solutions**
  Network Administrator *Nov 2011 - Mar 2016*
  Managed Microsoft infrastructure, virtualization, and Cisco voice systems; led infrastructure modernization initiatives.
- **Operation Technology, Inc.**
  Senior Systems Administrator *Jun 2008 - Aug 2011*
  Managed enterprise infrastructure supporting software development; led virtualization and systems modernization.

Education

- **DeVry University**
  Computer Information Systems coursework