



Contact

+49 176 7983 1447
✉ sarah.akhoondi@gmail.com
📍 Frankenallee 11, 14052 Berlin
🌐 [linkedin.com/in/sarah-akhoondi](https://www.linkedin.com/in/sarah-akhoondi)

Key Skills

- Product Backlog Management & Sprint Planning
- Direct Customer Service & Sales
- Cross-functional Collaboration (Sales, Development, Design, Customer Experience)
- Roadmap Planning & Creation of Feature Documentation
- Stakeholder Management & Requirements Gathering
- User Feedback Analysis & Continuous Optimization
- Agile Methodologies: Scrum & Kanban
- Tools: Azure DevOps, Confluence, Miro, Notion, Mockup Tools, MS365, Teams, POS-Systems
- Technical Know-how: APIs, C#, SQL, basic coding principles

Education

Shomal University, Amol, Iran,
(2006-2008)
Degree in Applied Sciences –
Telecommunications (specialization in Data Communication)

Languages

English: Fluent
German: B2
Persian: Native

Sarah Akhoondi

About me

Analytical and proactive Product Manager with solid experience in Product Ownership and customer-oriented roles. Skilled in coordinating cross-functional teams, driving agile product development processes, and transforming user feedback into concrete product improvements. Detail-oriented, structured, and motivated to contribute to building meaningful products from the ground up within an engaged team.

Professional experience

Personal Development, Berlin, Germany - Independent professional development 08/2023 – Today

- Intensive German language course – current level: B2.
- Obtaining a Class B driver's license.

Product Owner, KMS Mobility Solutions GmbH, Berlin, Germany 05/2021 -08/2023

- Preparation and maintenance of the product backlog and planning and organization of sprints.
- Writing user stories and continuously aligning requirements with internal and external stakeholders (customers, project management, UX/UI, development).
- Execution of tests and creation/maintenance of related documentation to ensure quality and traceability.
- Contribution to solution documentation and internal knowledge databases.
- Analysis of stakeholder and user feedback to derive product requirements and optimize team focus.
- Acting as the interface between product vision and implementation – ensuring clarity, transparency, and progress.

Product Operations & Customer Experience Specialist, Parsonline Group, Tehran, Iran
05/2013 – 02/2021

- Managed B2B & B2C contract lifecycles and optimized service workflows.
- Collaborated closely with technical teams to resolve issues and feed insights into product improvements.
- Designed structured workflows for issue tracking and implemented systematic customer feedback collection to support product optimization.

Product & Customer Success Associate, Shatel, Tehran, Iran 03/2011 – 02/2013

- Led customer onboarding processes, ensuring smooth adoption of services and improved customer journeys.
- Built strong client relationships and translated customer needs into actionable requirements for service and product teams.
- Contributed to process improvements that aligned service delivery with real user needs.