JOSHUA J. KHOURY

AI Product & Solutions Manager | Enterprise AI Deployment

Dubai, UAE | +971 50 471 6425 | joshuasmain10@gmail.com
yashkhou.com | Arabic (Native), English (Fluent)

PROFESSIONAL SUMMARY

Applied AI Product and Solutions Lead who ships AI into real businesses across fintech, commerce, and workflow automation. Led discovery-to-production AI deployments, API integrations, and cross-functional delivery pods. Combine Python, SQL, LLM orchestration, and RAG with product roadmapping, commercial solution design, and executive stakeholder management. Also founded and run an AI-automated finance brokerage in Sydney.

KEY ACHIEVEMENTS

- Directed five end-to-end AI product and automation releases, including voice/chat agents, RAG knowledge workflows, and operational routing tools.
- Deployed nine API-connected automations across service, CRM, payments, and reporting, recovering 1,100+ staff hours per month and approximately US$350K in annualized operational savings.
- Delivered production-ready enterprise agent pilots in 6-10 weeks with documented evaluations, human escalation guardrails, and live performance monitoring.
- Designed solutions for five enterprise commercial proposals; three converted into annual deployments totaling US$310K in contract value.

WORK EXPERIENCE

Meridian Applied AI | Dubai, UAE (Remote from Sydney)

AI Product & Solutions Lead | Oct 2024 - Jul 2026

- Owned product requirements, roadmaps, backlog prioritization, release plans, and executive reporting across four enterprise AI agent deployments and one internal AI operations platform.
- Led a six-person delivery pod across engineering, design, and data, from discovery and PRDs through sprint planning, UAT, deployment, and post-launch optimization.
- Deployed customer-service and operations agents handling up to 125,000 quarterly interactions, achieving 42% autonomous resolution with strict escalation controls.
- Reduced first-response times by 36% through automated triage and routing; tracked containment, latency, errors, token costs, and ROI in executive dashboards.
- Built prototypes with Python, LLM APIs, function calling, RAG, n8n, webhooks, and CRM integrations, establishing baseline accuracy against 500+ labeled evaluation examples.
- Ran C-suite discovery workshops, technical demos, and go-live reviews; partnered with legal and security on RBAC, PII redaction, and audit logging.

Northstar Commerce | Sydney, Australia

Automation & Product Intern | Oct 2022 - Sep 2024

- AI and automation internship for B2B commerce clients; started in automation analysis and moved into product-owner work.
- Helped integrate CRM, payment gateways, and commerce platforms through REST APIs, webhooks, Python, and n8n/Make, reducing manual order exception handling by 28%.
- Built SQL and Power BI reporting views that cut weekly reporting from 12 hours to two.
- Wrote user stories and acceptance criteria, ran UAT, and supported three production releases with engineering and support.

VENTURES (ALONGSIDE MAIN ROLES)

NewGen Finance Brokers | Sydney, Australia

Founder & Director | Feb 2024 - Present

- Grew a finance brokerage to 500+ clients and a team of four; automated lead qualification, application prep, and document processing with AI so the team runs day-to-day independently.

Wharq | Sydney, Australia (Remote)

Founder & AI Consultant | Jan 2026 - Jul 2026

- Deployed AI agents for four professional-services firms across lead generation, CRM, scheduling, and operations, from discovery to handover.

SKILLS

Applied AI & evaluations: LLM APIs, Agent orchestration, Function / tool calling, RAG, Prompt engineering, Evaluation design, Human-in-the-loop, AI monitoring, Privacy & governance.

Engineering & APIs: Python, SQL, REST APIs, Webhooks, JSON, Git, n8n, Make, Automation testing, Cloud fundamentals.

Product & Agile delivery: PRDs, Technical discovery, Product roadmaps, Scrum / Agile, Jira, Confluence, UAT, Release management, Vendor coordination.

Commercial & BI: Power BI, Microsoft Excel, GA4, Funnel & cohort analysis, KPI dashboards, ROI modeling, C-suite discovery, Solution demos, Technical proposals.

EDUCATION & CERTIFICATIONS

- Bachelor of Engineering (Honours), Civil (3-year accelerated) | Western Sydney University | 2024 - Jul 2026, not completed: left a few units short to focus on AI (maths and programming coursework).
- Financial Automation with Generative AI | Edureka (May 2026) | ID MGP179E4SGNC
- AI Agent Developer | Vanderbilt University (May 2026) | ID VW4F9TEXH3TK
- AI Agents and Agentic AI with Python & Generative AI | Vanderbilt University (Jan 2026) | ID G0O8Z3A9OHMY
- Google AI Professional | Google (Jan 2026) | ID ADPR2VP6ARKX

TECHNICAL PORTFOLIO & CASE STUDIES

Available at yashkhou.com/#case-studies