

Mahmoud Sabbagh

Project Manager · Scrum Master · Product Owner

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SUMMARY

Project and operations professional with **5+ years in automotive B2B SaaS** and **3+ years of team leadership** (teams of 3–5). Currently coordinating 5 Data Quality Analysts across 5–6 vendor programs at Meta, where I lifted vendor accuracy from **~60% to 85%+ sustained**. At DealerOn, cut new-hire ramp time from 2 months to ~3 weeks while holding a **perfect 5/5 CSAT**. **PSM I & PSPO I** and Google Project Management certified, with SQL and a specialization in de-escalation and stakeholder calibration. Founder & Product Owner of **Loomlance**, a live SaaS taken from concept to launch under Scrum.

EXPERIENCE

Founder, Product Owner & Scrum Master — Loomlance

Oct 2025 – Present · Remote

Developer-first business-management SaaS — contracts, invoicing, payments, CRM, kanban, time tracking, reporting.

- Took the product from concept to **live launch in ~8 months**, owning vision, roadmap, and backlog while directing an AI development agent as the engineering team under Scrum.
- Ran discovery with freelancers before building, translating findings into prioritized epics and user stories.
- Adapted cadence from month-long build sprints to **one-week sprints** for deployment, QA, and launch.
- Owned release management end-to-end (Supabase, Stripe, AWS); shipped **8 modules, 4 payment integrations** behind a clean quality gate.

Project Coordinator (Contract) — Meta

Dec 2025 – Present · Remote

- Drove vendor accuracy from **~60–70% to 85%+** and held it **week over week** on the IG Child Media Accounts program — the headline KPI for the workflow.
- Produced the gain through a structured weekly calibration cadence across **5 Data Quality Analysts and 5–6 vendor programs**.
- Ranked engineering fixes by accuracy impact; reported accuracy, volume, and occupancy to leadership weekly so regressions surfaced within days.
- Perform audits on LLM training datasets, correcting misclassifications and improving model accuracy.

Senior Data Support Specialist · Team Leadership — DealerOn

Oct 2025 – Apr 2026 · Remote

- Built a structured onboarding system that **cut new-hire ramp from 2 months to 2.5–3 weeks (~65%)** while maintaining quality.
- Maintained a **perfect 5/5 CSAT**; enterprise OEM and dealership clients requested me on retainer.
- Specialized in **de-escalation** for high-stakes accounts, directly contributing to retention of at-risk enterprise relationships.

Senior Data Support Specialist — DealerOn

Sep 2022 – Oct 2025 · Remote

Automotive B2B SaaS — SEO, digital marketing, and hosting for dealerships and OEMs (Toyota, Ford, GM, Honda, BMW, FCA).

- Led night-shift operations supervising a **team of 3**; transitioned to day-shift leadership of a **team of 5** on enterprise OEM workflows.
- Subject-matter expert on internal systems and OEM-mandated digital standards; authored technical documentation and process improvements.
- Root-caused dealership data-quality issues across inventory, pricing, and content with **SQL** and delivered fixes.

Data Support Associate — DealerOn

Jul 2021 – Sep 2022 · Remote

- Resolved real-time data-quality incidents for enterprise automotive customers; trained new team members on tooling and investigation techniques.

Junior IT Support Intern — MEDGULF

Jun 2019 – Sep 2019 · Beirut, LB

- Resolved IT support requests, installed infrastructure, and configured Windows Server environments.

CERTIFICATIONS

Professional Scrum Master I (PSM I)	Scrum.org · 2026
Professional Scrum Product Owner I (PSPO I)	Scrum.org · 2026
Google Project Management Certificate	Google · 2025
AWS Certified Cloud Practitioner	AWS · 2024–27
CompTIA Security+	CompTIA · 2022
LPIC-1	LPI · 2017
Google Data Analytics	In progress · 2026

SKILLS

- Agile & Scrum (PSM I, PSPO I)
- Backlog & User Stories
- Program Coordination
- Stakeholder Management
- Team Leadership & Onboarding
- KPI Reporting & Analytics
- SQL & Data Investigation
- Process Improvement
- De-escalation & Retention
- B2B SaaS Operations

EDUCATION

B.S., Information & Communication Technology
American University of Science and Technology · 2013–2018

LANGUAGES

Bilingual in Arabic and English, and a beginner in German.