SAHAR CAIN

TECHNICAL PROGRAM & PRODUCT MANAGEMENT | BI & DATA | AI & MACHINE LEARNING

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SUMMARY

Technology leader and former engineer and data scientist with 12+ years across technical program and product management, business intelligence and data, and AI. M.S. in Computer Science and published AI researcher (IEEE, MDPI) who built the AI pipeline behind a marketplace's matching engine, then, as Co-founder & CTO, led the product roadmap, AWS infrastructure, and engineering team behind a B2B SaaS marketplace that grew to 1.7M members. At a $7.4B global company, deployed an enterprise-wide BI application globally for end-to-end supply chain management reporting (procure-to-pay, financials, inventory, and more), designing pipelines and integrations that cut data load time by 67% and manual reporting by 75%. As Chief Commercial Officer, led technology, customer service and contact center, and workflow optimization through a company turnaround — launching new product lines, building a new pricing model, and streamlining IT infrastructure. Hands-on with Python, SQL, and LLM tools; builds with Claude and Claude Code every day. Award-winning speaker who makes complex ideas clear.

SKILLS

Program & Product Management: Roadmaps & Prioritization, Cross-functional Delivery, Dependencies & Risk Management, Product Discovery & Customer Feedback, Product Launches, Pricing Models, Vendor Management, Process Improvement

BI & Data: SQL, Data Pipelines (ETL/ELT), Data Warehousing, Database Performance Tuning (Partitioning, Indexing), ERP & Third-party Integrations, KPI Dashboards, Oracle BI, Tableau, Power BI

AI & Engineering: Python, Machine Learning, Neural Networks, AI Pipelines, LLM Applications, RAG (Retrieval-Augmented Generation), LangChain, MCP (Model Context Protocol), A/B Testing, Cloud Infrastructure (AWS)

Tools: Claude, Claude Code, Claude Design, OpenAI, GitHub, JIRA, AWS

EXPERIENCE

Raw Honey Ventures

03/2026 – Present · Los Angeles, CA

Principal Consultant

- Advise business owners and executives on product, technology, and AI strategy — scoping high-impact use cases and building the business case for each.
- Help businesses adopt AI and automation to improve how their teams work.

Carey International

06/2025 – 03/2026 · Los Angeles, CA

Chief Commercial Officer

PE-backed global chauffeured transportation company in a turnaround

- Led the Technology, Customer Service/Contact Center, and Workflow Optimization functions as a member of the executive leadership team, driving the company turnaround from strategy through execution.
- Owned the product roadmap and launched new product lines; built a new pricing model and introduced variable-based pricing.
- Established KPIs for each team, giving leadership clear visibility into performance and creating accountability for results.
- Mapped end-to-end business and operational processes, hired a Director of Workflow Optimization, and redesigned workflows to remove inefficiencies.
- Transformed customer-facing touchpoints and introduced AI within the customer support team to improve service quality and efficiency.
- Streamlined IT infrastructure, managed technology vendors, and rebuilt the team with talent hired from Fortune 500 companies.

Mogul Hospitality

10/2021 – 08/2025 · Santa Monica, CA

VC-backed, AI-native hospitality startup · B2B SaaS

Co-founder & Chief Technology Officer

10/2022 – 08/2025

- Built hospitality's first AI-powered talent marketplace — a B2B SaaS platform for hospitality employers — from 0 to 1, growing it to 1.7M members and 800+ employer properties.
- Owned the product roadmap in close partnership with the founder CEO, sequencing priorities and making tradeoff calls across product, engineering, and the business.
- Architected scalable cloud-native infrastructure on AWS and led SaaS security compliance, penetration testing, and performance testing.
- Built and managed the engineering team from scratch — hiring, setting priorities, and coaching engineers.

Lead Data Scientist

10/2021 – 10/2022

- Built the AI pipeline behind the marketplace's matching engine.
- Implemented A/B testing and product analytics to measure feature impact and boost early user engagement.
- Led responsible AI initiatives focused on transparency, bias mitigation, and ethical governance.

California State University, Los Angeles 01/2021 – 03/2023 · Los Angeles, CA

AI Research Scientist

- Developed a physics-guided neural network in Python that sped up the early stages of drug discovery; research published in IEEE and MDPI.
- Worked with the AMBER molecular dynamics platform and ran research workloads on supercomputers at the San Diego Supercomputer Center (SDSC), UC San Diego.

Amway · World's largest direct selling company, $7.4B global revenue 08/2015 – 08/2019 · Kuala Lumpur, Malaysia

Lead Business Intelligence Developer

- Led the enterprise-wide rollout of a shared Oracle BI platform across all Amway entities — Asia Pacific, Greater China, Europe, and North America — coordinating distributed teams and stakeholders.
- Translated the needs of business users and subject matter experts into requirements, dashboards, and KPIs across end-to-end supply chain management — procure-to-pay, financials, payments, inventory replenishment, and supply chain planning.
- Designed scalable ELT pipelines that cut data load time by 67%, and tuned database performance through partitioning and indexing.
- Integrated ERP and third-party systems, resolving complex data sync issues by mapping end-to-end pipelines.
- Cut manual reporting by 75%, improved payments reporting speed by 80%, and cut stockouts by 20%; built the BI team from scratch while staying hands-on as a developer.

Amway 05/2014 – 07/2015 · Kuala Lumpur, Malaysia

Software Quality Assurance Lead

- Standardized QA processes across multiple product lines, automating 80% of test plans and cutting manual testing by 60%.
- Integrated QA into the SDLC with product and engineering teams, reducing post-deployment defects by 40%.

COMMUNICATION

Award-winning speaker (Best Speaker, Toastmasters International District Contest) · Presents complex technical topics clearly to large audiences

SIDE PROJECT

NeyTorious 03/2026 – Present

Founder & Solopreneur

Infrastructure for the Soft Skill Economy

- Run NeyTorious solo as a side project, owning product, design, and technology.
- Built AI features that identify skill gaps and suggest personalized learning, using feedback from early members to shape the product.

EDUCATION

M.S., Computer Science — California State University, Los Angeles · GPA 3.8/4.0 2019 – 2021

B.S., Computer Science — Universiti Tenaga Nasional (UNITEN), Malaysia · GPA 3.7/4.0 2010 – 2013

BOOKS & PUBLICATIONS

- **Co-author** — *Reimagining Global Hospitality: Envisaging the AI Hotel of the Future*, with Alexander Mirza
- **Contributor** — *Talent Disruption: People Are the Brands* by Alexander Mirza; supported the research and publication of this analysis of the hospitality industry's business model and labor economics
- A Physics-Guided Neural Network for Predicting Protein–Ligand Binding Free Energy: From Host–Guest Systems to the PDBbind Database — *MDPI*, 2022
- Calculation of Protein-Ligand Binding Free Energy Using a Physics-Guided Neural Network — *IEEE*, 2022

AWARDS

Stanford TreeHack Oracle Sponsor Award · 2021 IDEATE Winner · Amway 2016 CIO Award (ATLAS Europe Team)

LANGUAGES

English (Proficient) · Persian (Native)

INTERESTS

Storytelling & Writing · Playing Native Indian Flute · CrossFit Athlete · Former Collegiate Badminton Player (Malaysia) · Professional Hiker

REFERENCES

Available upon request.