

GEORGI NAYDENOV

AI Product Manager

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 <https://agenticllibrary.net>



SUMMARY

AI Product Manager, trainer and mentor, specializing in Product Management and artificial intelligence, including ML, Gen AI, and Agentic AI. Skilled in developing product roadmaps, leading teams through every PDLC stage, and using Agile and data-driven practices to achieve business objectives and enhance customer outcomes.

Experienced in training, mentoring, pre-sales, new service offerings' development, and translating AI capabilities into business outcomes for clients across EMEA, North America, and Middle East.

WORK EXPERIENCE



AI Product Manager

SoftServe

📅 06/2026 - Present 📍 Plovdiv, Bulgaria

- Deliver on-site discovery workshops and training sessions for clients across Europe and the Middle East.
- Contribute to SoftServe's AI adoption initiatives for business analysts and product managers.
- Design and develop security service catalogues that define offerings, scope, and client value.
- Own client-facing products end to end, using user and application metrics, market research, and stakeholder insights to shape recommendations, priorities, and roadmap decisions.



Senior AI Business Analyst

SoftServe

📅 04/2025 - 05/2026 📍 Plovdiv, Bulgaria

- Led the adoption of the company's GenAI accelerators by creating user-centric demonstrations and marketing them to clients.
- Created service catalogues for Gen AI and Security services, and specialized bundled offerings.
- Delivered organization-wide sessions on Gen AI, raising awareness of tools, workflows, and strategic applications.
- Participated in an Agentic AI hackathon and actively contributed to an internal Agentic AI community.
- Provided training and masterclasses to groups of 15 to 350 people, with a steady 93% NPS.
- Actively worked on pre-sales and proposal work for EMEA, NA, and ME-based clients.



Senior Business Analyst I

MentorMate

📅 12/2024 - 04/2025 📍 Plovdiv, Bulgaria

- Led business analysis and managed project initiatives for a European insurance company.
- Collaborated with enterprise and data architects to define, design, and implement a multi-tenant data platform.
- Delivered company-wide lectures on topics such as reasoning with language models, model evaluation, and monitoring, and Model Context Protocol (MCP).
- Contributed to R&D efforts for Gen AI-based proof-of-concept and internal products, supporting their transformation into client-facing solutions.
- Helped establish prompt engineering and Gen AI best practices at the company level.



Business Analyst II

MentorMate

📅 10/2022 - 11/2024 📍 Plovdiv, Bulgaria

- Contributed to a diverse team of 130+ members in a Large Scaled Scrum (LeSS) Huge program developing the first FDA-approved sleep apnea device.
- Enabled 12 data engineers to build a Metadata-Driven Data Platform on Azure, gaining expertise in Data Engineering and Data Science Lifecycles, data mesh, micro-frontend, and microservices.
- Reduced context-switching time by 40% for Scrum Teams by minimizing meetings & suggesting process improvements.
- Defined the vision for an AI-driven threat identification tool and led prompt evaluations that improved context precision and answer relevance by 15%.
- Accelerated the launch of the company's first security and compliance service offerings.



Business Analyst I

MentorMate

📅 11/2021 - 09/2022 📍 Plovdiv, Bulgaria

- Acquired Energy Analytics expertise by collaborating directly with the VP of Operations and Strategy and the Head of Product Development.
- Transitioned a client's desktop app to a web-based dynamically configurable product with forecasting and analysis capabilities and facilitated Scrum events, activities, and daily team interactions.
- Managed project materials, including user stories, diagrams, and Confluence pages, leading to more transparent and effective information sharing.

SKILLS

Agentic AI & LLM-Based Systems

- Multi-Agent Systems Context Engineering
- AI Workflows Model Evaluation & Monitoring

Business Analysis & Product Management

- Strategic Roadmapping Product Lifecycle Management
- Pre-Sales & Market Positioning Market Research
- Product Strategy Stakeholder Management

Agile Methodologies and Leadership

- Agile Leadership Scrum Facilitation
- Scrum with Kanban Evidence-Based Management

Tools

- Microsoft Suite Jira Confluence Archi Lovable
- n8n Claude Code Miro Lucidchart

CERTIFICATIONS

Claude Certified Architect - Professional

Anthropic - [Verification](#)

TOGAF® Enterprise Architecture Practitioner

The Open Group - [Verification](#)

Certified Business Analysis Professional™ (CBAP®)

IIBA® - [Verification](#)

Project Management Professional (PMP)

Project Management Institute - [Verification](#)

Professional Agile Leadership™ - Evidence-Based Management™ (PAL-EBM)

Scrum.org - [Verification](#)

Professional Scrum Product Owner™ II (PSPO II)

Scrum.org - [Verification](#)

EDUCATION

Master's Degree in Cybersecurity

Plovdiv University "Paisii Hilendarski"
📅 10/2021 - 07/2023 📍 Plovdiv, Bulgaria

Bachelor's Degree in Psychology

Plovdiv University "Paisii Hilendarski"
📅 09/2019 - 07/2023 📍 Plovdiv, Bulgaria

Bachelor's Degree in English Language and Literature

Plovdiv University "Paisii Hilendarski"
📅 09/2018 - 07/2021 📍 Plovdiv, Bulgaria