

Ayman Sbeiti

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[LinkedIn](#) | [Portfolio](#)

Professional Summary

Technical Support, Product, and Operations professional with experience across SaaS, fintech, banking, and customer support. Skilled in troubleshooting technical issues, supporting platform integrations, collaborating with engineering teams, and leveraging AI-powered tools to improve support efficiency. Strong background in KYC/AML, customer access systems, and secure marketplace development. Fluent in English, French, and Arabic.

Key Skills

Product Operations
Technical Support Fintech / SaaS

Financial Transactions & compliance
SQL / API Concepts / System Debugging

Education

Software Engineering Technology Co-op Advanced Diploma

Jan. 2019 - Dec. 2022

Centennial College, Toronto, ON

Certification:

- Certified C# Developer: [See Credentials](#)

Work Experience

Bilingual Product Support Specialist SaaS – Technical Operations (Full-Time)

FLiP, Montreal, QC

March 2026 - July 2026

- Provided bilingual (English/French) technical support for a B2B SaaS platform, troubleshooting platform functionality, integrations, authentication, and user access issue
- Investigated and resolved complex technical issues by analyzing application behavior, logs, API responses, and customer workflows.
- Collaborated with Product, Engineering, and QA teams using JIRA and Confluence to reproduce bugs, document technical findings, and improve platform stability.
- Led the migration of customer support operations from HubSpot to Intercom, designing escalation workflows and improving support processes.
- Configured secure customer report access, audited user accounts, and managed support tickets from investigation through resolution while meeting SLA targets.
- Leveraged AI-powered support tools including Claude, Dust, Fin, Komodo, and Vitaly to accelerate troubleshooting, research technical issues, automate workflows, and deliver efficient customer support.

Bilingual Customer Access Support – Technical Operations (Full-time)

Equifax, Toronto, ON

May 2025 - March 2026

- Created and maintained secure access routes (APIs and web portals) for users to retrieve credit reports and financial data, ensuring proper authentication and authorization.
- Work extensively with FraudIQ Manager and Fraud Identity systems to assess identity risk, flag suspicious activity, and support fraud-prevention workflows.
- Audited user activities and system access for compliance and integrity.
- Resolved authentication and technical access issues via email, chat, and phone.
- Coordinate with engineering, fraud, and platform teams to escalate system-level cases

Product Operations Manager (Full-time)

Feb. 2023 – May 2025

Eskro Marketplace, Toronto, ON

- Led the end-to-end delivery of a secure marketplace application focused on fraud prevention and safe peer-to-peer transactions.
- Defined product workflows including user onboarding, identity verification (KYC), escrow-style payment holds, dispute handling, and transaction confirmation.
- Coordinated a distributed development team (backend, frontend, mobile, QA) sprints
- Oversaw platform operations including environment setup, issue tracking and bug triage
- Acted as primary point of contact between technical teams and operational requirements.

Bilingual Mutual Funds Specialist (Full-time)

Sep. 2022 – Jan. 2023

TD Bank, Toronto, ON

- Processed and validated financial transactions in compliance with regulatory controls
- Conducted KYC verification and customer due-diligence checks aligned with AML
- Handled confidential client data and supported daily reconciliation and reporting

Full Stack Web Application Developer (Contract)

June 2022 – Sep. 2022

Tecomsa Telecom and Software Solutions, Remote

- Collaborated with developers using Git to review code and troubleshoot issues
- Fixed bugs, implemented new features, and followed established coding standards
- Worked with Laravel (PHP), MySQL, and MVC architecture in a team environment.

Bilingual Technical Support Specialist (Full-time)

Jan. 2021- Sep. 2021

Rothman Benson and Hedges, Toronto, ON

- Delivered bilingual technical support while resolving customer issues on first contact
- Documented customer interactions and maintained accurate CRM records.
- Built strong client relationships through timely and accurate problem resolution.