

# Waiz Khan Durrani

Product Manager · Automation Architect · AI Implementation Specialist

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[waizkhandurrani.com](http://waizkhandurrani.com) · [LinkedIn](#) · [GHL Directory](#) · [Intro Video](#)

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## PROFILE

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Product Manager and Automation Architect with over 3 years of experience building and scaling SaaS platforms, leading engineering teams, and implementing AI across production systems. Built Modal as a standalone application from scratch, taking it from zero to full delivery as sole Product Manager. At HLProTools, replaced expensive third-party tooling with in-house automation that saves over \$30,000 every month. Maintains 95% KPI consistency across three concurrent roles with zero employee turnover throughout.

## KEY ACHIEVEMENTS

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- › Built Modal from zero, sole PM owning full product strategy, roadmap, engineering team, and delivery lifecycle
- › Saved HLProTools \$30,000 per month by replacing third-party tools with smart in-house automation
- › Implemented AI across all outbound communication channels, transforming support response quality and speed
- › Maintained 95%+ KPI performance consistently across all roles with zero employee turnover
- › Architected end-to-end automation pipelines using N8N, Zapier, and Airtable, eliminating manual overhead and enabling 24/7 operational coverage
- › Co-founded Mevan AI from scratch, leading project fulfillment, CSAT/ESAT ownership, and L10 management framework

## WORK EXPERIENCE

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### Product Manager **Modal LLC** 2025 to Present

- › Launched Modal as a standalone application, built from ground up with full end-to-end product ownership
- › Defined product strategy and sprint roadmaps, led cross-functional engineering team through full delivery lifecycle
- › Managed Scrum board, sprint cycles, and all solution architecture decisions as the sole PM on the product

### Co-Founder **Mevan AI** 2025 to Present

- › Co-founded an AI-driven platform with full operational ownership from day one
- › Owned CSAT and ESAT frameworks to ensure exceptional outcomes for both customers and team members
- › Implemented Management L10 and project fulfillment processes across the organization

### Development Product Supervisor **HLProTools** 2023 to Present

- › Oversaw full development product lifecycle, from requirement gathering through delivery and ongoing operations
- › Cut over \$30,000 in monthly operational costs through purpose-built in-house tooling and automation
- › Implemented AI across all outbound communication channels, significantly improving speed and quality
- › Streamlined workflows and integrations across GoHighLevel, N8N, Airtable, and Zapier
- › Managed Admin operations, team coordination, and internal tooling across the organization

### Customer Support Specialist **Aspire Hub** 2021 to 2023

- › Handled inbound customer support across multiple channels, resolving queries and escalations day to day
- › Built strong client communication skills managing high volumes of tickets with consistent satisfaction scores
- › Worked closely with internal teams to relay customer feedback and improve service delivery processes
- › Took live Zoom calls with customers, walking them through solutions in real time and ensuring full resolution before closing

- › Hosted coaching sessions for clients, teaching platform usage and best practices in a clear and structured format
- › Developed foundational knowledge in CRM tools and support workflows that carried forward into technical roles

## SKILLS

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**Platforms:** GoHighLevel · Airtable · N8N · Zapier · API Integration · CSS / JS

**Product:** Product Strategy · Road Mapping · Scrum / Agile · Solution Strategy · Team Leadership

**Operations:** CSAT / ESAT Ownership · Management L10 · Project Fulfillment · Admin Management · AI Implementation

**Languages:** English · Urdu · Pashto · Arabic (basic)

## EDUCATION

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**BSc (Hons)** TMUC *2019 to 2022*

**O / A Levels** ICAS *2015 to 2019*

## CERTIFICATIONS

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- › **GHL Certified Admin** — GoHighLevel
- › **ZappyChat Certified** — ZappyChat
- › **Airtable Certified** — Airtable

## LINKS

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- › **Portfolio:** [waizkhandurrani.com](http://waizkhandurrani.com)
- › **LinkedIn:** [linkedin.com/in/waiz-khan-99aa78333](https://linkedin.com/in/waiz-khan-99aa78333)
- › **GHL Directory:** [directory.gohighlevel.com/certified-admins/waiz-khan](https://directory.gohighlevel.com/certified-admins/waiz-khan)
- › **Intro Video:** [youtube.com/watch?v=1432BnhXEQ0](https://youtube.com/watch?v=1432BnhXEQ0)
- › **Modal LLC:** [modalsupport.com](http://modalsupport.com)

## REFERENCES

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### **Matt Deseno**

CEO · HLProTools  
[matt@baam.com](mailto:matt@baam.com)

### **Omer**

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