

Elsa Bakiu

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PROFILE

AI product owner and builder with 12 years in enterprise software. Designs and ships AI systems inside complex organisations, from problem discovery through architecture, implementation, and production deployment. Specialises in enterprise AI transformation and agentic AI systems, with a background in regulated, government-facing environments where the cost of getting it wrong is real. Fluent working with enterprise engineers and leaders; equally comfortable in a technical deep-dive and a stakeholder alignment session.

WORK EXPERIENCE

AI Product Owner (Freelance)

Feb 2026 – Present | Munich (remote)

HydroMapper GmbH (Infrastructure Technology)

Designed and delivered a working AI inspection pipeline, now progressing to production with a German federal infrastructure client.

- Identified the core bottleneck: field inspectors documenting damage manually, requiring two people per record with no audit trail. Built an AI pipeline replacing the workflow with single-inspector voice capture, automated field extraction, and confidence-scored review before submission. Target: 30% reduction in documentation time per record.
- Ran discovery, defined the system architecture, and built the full POC using React, Python, FastAPI, LangGraph, and LangSmith. Embedded evaluation from day one: every AI output is logged against what the inspector confirmed, making accuracy measurable from the first production session. Built three-path error recovery into the system design: retry, re-record, and manual fallback, so the workflow holds up when AI output fails.
- Completed EU AI Act risk mapping and GDPR/DPIA documentation before architecture was finalised, establishing the compliance foundation required for federal adoption.

Product Manager

Apr 2021 – Dec 2025 | Munich, Germany

Unite Services GmbH (Online Retail)

- Led the end-to-end redesign of Unite's eProcurement platform for B2B and B2G users. Ran discovery with internal teams and external UX partners, validated priorities through iterative pilots with two customer segments, and delivered a scalable new front end achieving +5% conversion and +20 NPS uplift.
- Led discovery and pilot rollout to 1,500 users across six Max Planck Society institutes, preparing nationwide deployment to 90 institutes and 11,000+ users.
- Scaled platform reach to the UK Ministry of Defence (12,000 users) via redesigned user management and multi-tenant infrastructure.
- Owned the roadmap for B2G capabilities, delivering advanced approval workflows, compliance checks, and audit features required by institutional buyers.

Product Owner

Jan 2018 – Mar 2021 | Munich, Germany

Unite Services GmbH (Online Retail)

- Expanded presence across Belgium and Switzerland through multi-language support, securing 15 key accounts and driving a 10% increase in regional revenue.
- Improved catalog processing efficiency, boosting platform stability by 8%.

Research Engineer

Feb 2015 – Jun 2015

Stanford HCI Group (Research & Innovation)

Munich, Germany (Remote)

- Co-authored a paper presented at ACM UIST 2015, cited in over 150 academic publications. Supervised a team of engineers throughout the project lifecycle.

IT Consultant

Sep 2014 – Dec 2017 | Munich, Germany

Pentland Firth Software GmbH (IT Consulting)

Designed and implemented CRM, sales automation, and ERP systems for clients in management consulting and international mining. Automated reporting workflows, reducing administrative workload by 40%.

Team Lead

Dec 2011 – Jul 2012 | Tirana, Albania

International Virtual e-Hospital - IVEH (Healthcare)

- Led a multidisciplinary team to build a telemedicine platform enabling 7,400+ remote medical consultations in underserved regions of Albania and Cape Verde.
- Improved trauma case handling by reducing admin overhead by 20% and accelerating treatment decisions by about 30%.

Software Engineer

Mar 2011 – Jul 2012 | Tirana, Albania

Institute of Business Modelling (Finance)

- Built a Business Intelligence module integrated into a large-scale financial platform, creating interactive dashboards and analytics capabilities for mid-to-large enterprises.

EDUCATION

Technical University of Munich, Germany

Oct 2012 – May 2015

Master of Science in Computer Science | Passed with Distinction

University of Tirana, Albania

Oct 2010 – Jul 2012

Master of Science in Computer Science | Passed with High Distinction

University of Tirana, Albania

Oct 2007 – Jul 2010

Bachelor of Science in Computer Science | Passed with High Distinction

PROFESSIONAL DEVELOPMENT

AI Consulting & Integration Certification

Jan 2026 – Apr 2026 | Munich (Remote)

Ironhack

400-hour practitioner programme in applied AI system design and delivery. Covered agentic workflows, RAG architecture, LLM evaluation, prompt engineering, workflow orchestration with n8n and LangChain, EU AI Act compliance, and AI business transformation. Five end-to-end projects delivered and documented at github.com/elsabakiu/AI-Portfolio.

SKILLS

AI System Design & Delivery Agentic workflow design · LLM orchestration · RAG architecture · Evaluation loop design · Prompt engineering · LLM-as-judge · Operational monitoring · Production AI deployment

Enterprise AI Problem discovery in complex organisations · Workflow analysis · Enterprise stakeholder alignment · Forward-deployed system building · Regulated environment constraints · EU AI Act · GDPR

Architecture & Tools LangGraph · LangChain · n8n · OpenAI API · Python/FastAPI · React/TypeScript · Pinecone · LangSmith · Figma · Miro · Jira · Tableau · Productboard

Product Product strategy · MVP scoping · B2B/B2G · Discovery & delivery · Go-to-market · Growth · Marketplace · Cross-functional team leadership · Stakeholder management · UX research · Agile delivery

LANGUAGES

English



German



Italian



Albanian



CERTIFICATES

Certified Product Leader — Product School • **Certified Product Manager** — Product School •

Certified Product Owner — Scrum Alliance • **Certified Scrum Master** — Scrum Alliance •

AI Consulting & Integration Certification — Ironhack • **AI Productivity for PMs** — Reforge