# Sazal Alam

Product Development Manager · AI Product Strategy & RAG Architecture

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## SUMMARY

AI Product Manager specialising in RAG architecture and knowledge systems for regulated enterprise SaaS. Proven track record designing LLM-grounded AI products from first principles — researching the problem, architecting the solution, and delivering at scale across 195+ global jurisdictions.

Built the knowledge architecture and prompt engineering framework for XatBot (Orbitax's AI tax assistant) — including LLM system prompts, MCP tool descriptions, and RAG content structure — resulting in zero uncontrolled hallucinations in a high-stakes compliance environment.

Rare combination of deep international tax domain expertise and hands-on AI product experience — bridging the gap between complex regulatory requirements and scalable AI system design.

## EXPERIENCE

### Product Development Manager · *AI Product Strategy & RAG Architecture*
Orbitax · Dhaka, Bangladesh

Jan 2025 – Present

- Architected the RAG knowledge system for XatBot from scratch — identifying why generic FAQ-based AI approaches fail in regulated environments and designing a structured content framework so the AI accurately answers questions regardless of how vaguely they are asked
- Defined LLM system prompts, MCP tool descriptions, and prompt engineering guidelines to shape AI response behaviour — collaborating with engineering on vector database grounding and RAG pipeline requirements
- Established AI governance and response boundaries — tone, content limits, and hallucination prevention frameworks ensuring zero uncontrolled web responses in a regulated tax environment
- Translated complex international tax concepts including BEPS 2.0, Global Minimum Tax logic, and Safe Harbour tests into structured, AI-consumable knowledge for LLM grounding
- Own the product roadmap for four enterprise tools — XatBot, Executable Actions Tool, Activity Tracking & Data Tracing, and Tax Provision — managing sprint planning, backlog prioritisation, and PRD documentation
- Drive cross-functional delivery with Engineering, Tax SMEs, and QA across international teams, aligning AI feature behaviour with strict regulatory and compliance requirements

RAG Architecture · LLMs · Prompt Engineering · Vector Databases · AI Governance · BEPS 2.0 · GMT · Product Roadmapping · Sprint Planning · PRDs · Jira

### Business Analyst & Department Lead · *Implementation & Research*
Orbitax · Dhaka, Bangladesh

Jul 2022 – Dec 2024

- Led the department across multiple enterprise tax products, managing rosters, onboarding new team members, and maintaining quality standards
- Authored structured documentation and help guides for 6+ major enterprise tools — directly shaping my understanding of how knowledge needs to be structured for both human and AI consumption
- Contributed to early AI integration initiatives, identifying opportunities where structured content and workflow automation could enhance user experience — laying groundwork for XatBot's RAG knowledge architecture
- Managed product delivery using Agile sprint planning, backlog prioritisation, and PRD documentation across multiple concurrent initiatives using Jira
- Conducted client demo and implementation calls for global enterprise clients, communicating complex tax technology to non-technical stakeholders
- Validated user journeys and performed quality assurance for AI-assisted interactions across feature releases

Enterprise SaaS · Documentation Strategy · AI Integration · User Enablement · Agile · Sprint Planning · Backlog Management · PRDs · Jira

**Business Associate** · *Implementation & Research*                          Jan 2021 – Jun 2022
Orbitax · Dhaka, Bangladesh
- Conducted in-depth research of international tax laws and compliance requirements across 190+ jurisdictions — building domain knowledge that now informs my AI product and knowledge architecture work
- Gained platform-wide product knowledge by writing activity tracker messages across the entire Orbitax platform — requiring deep understanding of every module, feature, and user workflow
- Collaborated directly with developers during feature implementation, validating technical requirements against complex regulatory logic
- Worked across DAC6 forms, CbC reporting logic, Executable Action Tool workflows, and Global Minimum Tax products

International Tax Research · DAC6 · CbC Reporting · Global Minimum Tax · QA Testing · Regulatory Compliance · Jira

**Accounts Payable Intern**                                                   Jun 2016 – Sep 2016
Nokia Networks · Sydney, Australia
- Supported the finance team managing payable and employee expense systems at a global technology company
- Handled general ledger reconciliation, inter-company billing, statutory reporting, and corporate credit card administration

**Orientation Buddy** · *Part-time*                                           Jan 2015 – Jun 2015
La Trobe University · Sydney, Australia
- Supported new international students through enrolment, campus orientation, and transition into university life
- Provided peer counselling and academic guidance to students navigating an unfamiliar environment

## EDUCATION

**Bachelor of Accounting & Financial Management · Double Major**              2012 – 2017
La Trobe University · Sydney, Australia · Foundation in Business (2012) → Bachelor's Degree (2017)

## CORE SKILLS

**AI Technical:** LLMs (Large Language Models) · RAG Architecture · Vector Databases · Prompt Engineering · Knowledge Systems · NLP · AI Governance · MCP Integration
**AI & Product:** AI Product Strategy · Enterprise AI · Regulated Industry AI · Product Roadmapping · Sprint Planning · Backlog Management · PRDs · OKRs · Agile · Jira
**Domain:** International Tax · Global Minimum Tax · BEPS 2.0 · DAC6 · CbC Reporting · Tax Technology · Regulatory Compliance
**Delivery:** Stakeholder Management · Cross-functional Leadership · Documentation Strategy · User Enablement · Client Communication · Team Leadership

## CERTIFICATIONS

- Product Management: Building a Product Strategy · LinkedIn Learning · 2023
- Product Management: Building a Product Roadmap · LinkedIn Learning · 2023
- Product Management: Customer Development · LinkedIn Learning · 2023
- Agile Foundations · LinkedIn Learning · 2023
- Agile Product Owner Role: Foundations · LinkedIn Learning · 2023

## REFERENCE

Available upon request