LINA RAHE

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EDUCATION

FORDHAM UNIVERSITY, GABELLI SCHOOL OF BUSINESS   New York, NY
MS, Information Technology, Digital Transformation Track,
GPA 4.0, expected graduation August 2025   August 2024-present

- **Recipient:** Center for Digital Transformation Fellowship Award
- **Leadership:** Responsible Business Leadership Certificate
- **Membership:** Fordham Graduate Digital Business Society, Fordham Women in Business, Gabelli Product Management Club
- **AI Innovation Project:** Developed a conversational AI agent (LLM-powered) to support HR inquiries across the UN ecosystem. Used Microsoft Copilot Studio and Power Automate. Integrated logic-based flows, certifications, and escalation handling. Presented MVP to Microsoft & UN leadership.

APOLLON UNIVERSITY FOR HEALTH MANAGEMENT   Bremen, Germany
Completed while working full-time, demonstrating strong time management and commitment   2016-2020

EXPERIENCE

TECHNIKER KRANKENKASSE (TK)   Hamburg, Germany
Largest health insurance company in Germany with more than 11 million customers
Product Manager   April 2021-July 2024

- Owned product roadmap and delivery of multiple large-scale digital platforms, from concept through rollout, supporting millions of users.
- Led cross-functional Agile teams (engineering, design, analytics, compliance) to deliver features that met user needs and regulatory standards.
- Integrated ML models into customer-facing products, driving personalization and increasing engagement by streamlining the user journey.
- Built automation flows and decision logic to optimize operational workflows, improve processing speed, and reduce manual workload.
- Partnered with internal and external teams to ensure secure API integrations, scalable architecture, and strong performance.
- Evaluated 50+ healthtech startups for strategic fit; recommended 3 acquisitions with AI capabilities to enhance product innovation.
- Made data-driven product decisions by analyzing user behavior, forecasting demand, and tracking KPIs.
- Presented strategic initiatives to senior leadership, ensuring alignment with business objectives and regulatory guidelines.

Lead Client Specialist   January 2018-March 2021

- Supervised a specialist team managing technical inquiries for 10+ software applications, ensuring efficient issue resolution and maintaining high service standards.
- Collaborated with cross-functional teams to resolve complex client cases, streamline workflows, and improve overall service delivery, achieving a 95% positive client feedback rate.
- Fostered empathetic communication and provided proactive support, driving customer satisfaction initiatives and enhancing user engagement.

Internship   August 2015-January 2018

- Completed rotations across 7 departments, gained foundation knowledge of healthcare sector operations.
- Mentored 1st year interns, improving their understanding and onboarding experience.

TECHNICAL & BUSINESS SKILLS

- Product & Project Management: Agile (Scrum, Kanban), Jira, Confluence, Stakeholder Alignment, Scaled Delivery, Roadmapping, PMP – registered for exam July 2025
- Data & Analytics: Python, SQL, Power BI, Tableau, Business Intelligence, R, Cognos, Forecasting, Persona Analysis
- Software & UI/UX: Figma, GitHub, Microsoft Office Suite, Copilot Studio
- Soft Skills: Strategic Thinking, Cross-functional Collaboration
- Languages: German