

Hamed Nouri | AI Automation & Communications Specialist

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AI automation and communications specialist with experience spanning SaaS messaging, product launches, and user enablement. Builds workflow automation systems and AI-assisted tools that streamline development, content, and learning processes across platforms. Strong background in translating complex technical systems into clear user-facing communication, documentation, and adoption strategies.

Core Strengths

- **Delivery & Implementation:** Software rollouts • Customer/user onboarding • Project coordination • Implementation support • Adoption planning
- **Stakeholder Management:** Cross-functional alignment • SME collaboration • Product/IT/HR coordination • Client/user communication • Follow-up management
- **Enablement & Training:** Training materials • Workshops • How-to guides • FAQs • Videos • Self-service resources • Knowledge base content
- **Documentation & Measurement:** Launch communications • Release notes • User guides • Process documentation • Power BI • Usage data • AI-assisted workflows • Adoption metrics

Relevant Experience

CiraConnect — Communications Manager | Plano, TX

Nov 2021 – Jun 2025

Led SaaS communications, documentation, training, and adoption support across teams, helping users navigate enterprise technology transitions.

- Created updates, FAQs, guides, training content, and support resources for SaaS platform changes, rollout questions, and user readiness.
- Built knowledge base content and user-facing documentation to improve self-service, answer rollout questions, and support adoption.
- Coordinated cross-functional teams to clarify changes and improve rollout readiness.
- Used Power BI, usage data, surveys, email engagement, and support feedback to increase adoption by 28% and reduce support requests by 22%.

Notable Project: Enterprise Software Adoption & Enablement

Supported CiraNet v1 → v2 and Google Workspace → Microsoft 365 transitions with rollout messaging, user guidance, handoffs, and feedback loops that reduced adoption friction.

Aya & Sura, LLC — Content & Product Manager | Denton, TX

Aug 2021 – Present

Led product communication, content development, and digital learning support for an education brand.

- Managed learning products across flashcards, web content, and software resources.
- Reviewed product content and approval workflows for clarity, consistency, and user value.
- Coordinated contributors, partners, and reviewers to keep product work organized and aligned.

Notable Project: RPG Flashcard iOS App Development

Leading development of an iOS learning app focused on shared progress, habit-building, social learning, and community motivation. Built project plans, task checklists, AI-assisted workflows, and QA processes while coordinating language SMEs and creative assets.

MManga — Founder & Community Growth Lead | Remote

May 2009 – Present

Built and scaled a digital content platform focused on storytelling, engagement, and growth.

- Led content and communications strategy, growing audiences to 44K+ across platforms.
- Created newsletters, campaigns, and social supporting engagement, retention, and revenue.
- Built contributor workflows, publishing standards, and communication for distributed teams.
- Developed storytelling-driven content and programs supporting long-term audience growth.

Notable Accomplishment: NHK National TV Feature

Contributed to a nationally aired NHK segment highlighting cross-cultural storytelling

JET Programme — Instructor & Communications Coach | Tokyo, Japan Jun 2017 – Jun 2020

- Delivered communication-focused instruction and presentations for diverse audiences.
- Created instructional materials and coordinated programs requiring clear communication, planning, and stakeholder alignment.

Selected AI, Automation & Workflow Projects

- Built and deployed a 26-site web deployment system (Antigravity, GitHub, Cloudflare), compressing multi-day build-and-release workflows into a single day
- Built a cross-device automation system (Raycast, Obsidian, shell scripts) that launches full development environments across desktops, browsers, and notes via a single shortcut
- Developed a TRMNL e-ink pipeline converting Obsidian notes, calendars, webpages, and images into structured display outputs via a Docker-hosted backend
- Built an AI multilingual learning system (EN/JP/ES) that classifies vocabulary input and auto-generates personalized Anki decks with contextual explanations
- Built a messaging sticker conversion pipeline for cross-platform asset extraction and reuse

Education

University of North Texas — Denton, TX

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| • M.A., Linguistics (TESL) | Certificate: TESL | 2017 |
| • B.A., English Minor, Japanese | Certificate: Technical Writing | 2013 |