MIRZA ALI HUSSAIN

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4 years' end-to-end PM experience across B2C and B2B SaaS: discovering customer needs, defining a product strategy, prioritising the backlog, and leading a cross-functional team of engineers, UX and QA on feature design and delivery.

PRODUCT EXPERIENCE

Limitless Technology 🔗 **,** Product Manager   *Nov 19 – Oct 22*

Limitless is 'Uber for customer service': a marketplace for businesses with unmet customer service demand to transact with gig-workers who answer customer service tickets for a fee. 73% YoY growth. Clients incl. Microsoft, eBay, and Sony.

- Architected features saving Operations team **52 hours per month** in user onboarding effort. Analysed 3 customer surveys, ran **12 user interviews**, and reviewed **100s of support tickets** to validate problems and maximise impact.
- Spearheaded **API integration** with ID verification vendor; verifying identities of 3,000 gig-workers across **6 markets**.
- Shipped new set of automated emails: **63% rise** in customer ratings received, **75% rise** in customer resolutions.
- **Managed 5-strong** team to ship features reducing time taken to create learning material **by 81% across 13 clients**.
- Scaled payments & review processes with Operations team to **increase margin by $37,705** annually on key client.
- Redesigned our peer-review process to make it **5.1% faster** across **129,000 customer service queries** per quarter.
- Reinvented payment-split system from first principles: fees allocated **4.3%** more equitably across 2,000 gig-workers
- Analysed data **in Python** (using NumPy and pandas) to inform C-suite decisions on hourly pay for gig-workers.

Quester 🔗 **,** Product Coach [freelance]   *Aug 21 – Oct 22*

- Coaching founders at a pre-seed social-learning startup on Product, supported a **£200k raise at a £2m valuation**.
- Conducted **15 customer discovery interviews** to inform a pivot from young professionals to school-age students.

Verisk Analytics (S&P 500) 🔗 **,** Junior Product Owner (Billing)   *Feb 19 – Sep 19*

- Delivered 4 feature on **greenfield billing product**, incl. requirements gathering, UX prototyping, and writing tickets.
- Built new web UIs for core insurance product, using internal development tools, **HTML** and **JavaScript**; the product impacts **3,000+ stakeholders** within an **£8.1 billion segment** of the Lloyds' insurance market.

ENGINEERING EXPERIENCE

Klark Cases 🔗 **,** Software Engineer [freelance]   *Jun 23 – Present*

- End-to-end development of user dashboard, on a **Django server**, using **chart.js** for data visualization.

Stellar Spaces, Software Engineer [project]   *Mar 23 – Jun 23*

- End-to-end development of chat feature set using **Typescript**, on an **Express server**, incl. **database and API design**.
- Used **Prisma ORM** and **Google Maps API** to deliver dynamic querying, based on user's search criteria.
- Implemented backend unit testing using **Supertest** and **Jest**; ensured **60% test coverage**.

TECHNICAL SKILLS

- **Python** *(3 yrs)*: built full-stack apps using Flask and Django; data analysis using NumPy and pandas libraries.
- **SQL** *(3 yrs)*: complex queries, updating and joining tables, writing stored procedures; used ORMs.
- **TypeScript** *(1 yr)*: built full-stack apps using React and Vue, Express / Koa servers, and SQL and noSQL databases.

EDUCATION

Codeworks	Software Engineering Bootcamp (70+ hours per week)	*Feb 23 – May 23*
Oxford University	*BA Hons* Philosophy, Politics and Economics	*Sep 15 – Sep 18*

INTERESTS & ACTIVITIES

Fitness	Lost 13kg in 7 months through running, cycling and meal preparation; ran Hackney Half in May.
Travelling	Travelled Southeast Asia Nov 22 – Feb 23; highlight was a 3-day jungle trek on Doi Inthanon, Thailand.
Volunteering	Urdu-English translator surveying Calais 'Jungle' for Help Refugees; census published in The Guardian.