Manush Patel

647-980-2613 | manush.patel@queensu.ca | https://www.linkedin.com/in/manushpatel/

EDUCATION

Smith School of Business, Queen's University   Toronto, Canada
Bachelor of Commerce and Computer Science Dual Degree   *2021 – 2026 (Expected)*
Academics: D.I McLeod Dean's List, Queen's University Excellence Entrance Scholarship

TECHNICAL SKILLS

Programming Languages: Python, Java, TypeScript/JavaScript, R, C/C++, SQL
Frameworks & Tools: PowerBI, Tableau, Azure, Jira, MicrosoftSQL, MS Office, AWS, RStudio, Salesforce

WORK EXPERIENCE

IT Product Manager Intern   May 2024 – Aug. 2024
First National Financial   *Toronto, Canada*
- Collaborated closely with engineering, and design teams to **deliver product updates** on time for **350k users**.
- Developed and implemented comprehensive test plans for **four new software features**, ensuring adherence to initial requirements and **detection of critical defects**.
- Worked with UX/UI teams to redesign the user interface, **reducing user friction** and decreasing support requests by **60%**.
- Validated the feature hypothesis using **usability testing** by delivering requirements to design, and the core functionalities to engineering, which **80%** of the users felt it was valuable in their scenario, taking the project on the road to production.

Chief Growth Officer/Co-Founder   Mar. 2023 – Feb. 2024
Homiis Inc.   *Toronto, Canada*
- Founded Homiis to connect young adults with each other to help find a roommate while providing properties for rent.
- Shaped company's long-term strategic plan to enter new markets, boosting revenue by **50%**; increase in sign-ups from **50 to 700**; analyzed competitive landscape along with **drafting marketing and budget plans** for short and long-term.
- Automated sales processes using **Salesforce**, reducing manual data entry and increasing efficiency by **50%**, leading to **faster deal closures** and **improved sales pipeline management**.
- Raised over **$20,000** in funding and was backed and supported by **Front Row Ventures**.

Product Coordinator   Jan. 2022 – Feb. 2023
Propel Campus   *Toronto, Canada*
- Constructed and aided in market expansion, partnered with **18 universities across Canada**; Propel is an educational platform to help students get directly in touch with recruiters.
- Increased student userbase by **75% in 60 days** by reaching out to club executives and promoting product.
- Built a CRM dashboard on Excel using **VBA, Indexing**, along with **V and XLOOKUP** to increase efficiency for acquiring clients by **75%** and assisted in development of customer acquisition flow.
- Incorporated **10+ UI features** to improve accessibility, functionality and security, **design GUIs** using Photoshop and Figma.

COMMUNITY EXPERIENCE

Educational Growth Coordinator   Jan. 2025 – Present
OpenAI   *Toronto, Canada*
- Consulted OpenAI's EDU strategy team on launching a ChatGPT Plus discount for university students, **analyzing student engagement trends** and recommending high-impact promotional strategies to **reach 100,000+** students.
- Developed and executed a promotional strategy, **conducting user research** through surveys and focus groups with **20 student organizations** to assess engagement preferences, and leveraging Power BI to analyze findings and present insights.
- Supported corporate strategy initiatives by **tracking OKRs** and conducting ad hoc performance analysis, **leveraging data-driven insights** to optimize key business processes and improve decision-making for senior leadership

Product Manager   Sep. 2021 – Apr. 2024
Queen's Tech & Media Association   *Kingston, Canada*
- Spearheaded a team of 4 developers and 4 business analysts to develop **Pantree**, a product that sends automated notifications to remind the users of their groceries in their pantry and the meals that can be cooked with those groceries.
- Utilized **Node.js** and **React.js** to work on front-end development of product; had **100 users** on the platform within a month
- Won **First Place** in the demo day competition presenting to McKinsey and Company

ADDITIONAL INFO

Interests: Toronto Maple Leafs, reading, guitar player, gym, F1 (McLaren), camping, volunteering for pet shelters and traveling!