

# Manush Patel

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## EDUCATION

### Smith School of Business, Queen's University

*Bachelor of Commerce and Computer Science Dual Degree*

Academics: D.I McLeod Dean's List, Queen's University Excellence Entrance Scholarship

Toronto, Canada

2021 – 2026 (*Expected*)

## 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

### Product Intern

May. 2025 – Aug. 2025

*Pine Financial*

*Toronto, Canada*

- Pine is a mortgage lender and a real-estate platform that revamped the mortgage market in Canada through its digital-first process; analyzed deals totalling **\$25 million in mortgages** on a daily basis and identified risk factors that may result in deals to collapse.
- Constructed Python scripts to pull users automatically from the Wealthsimple database into Pine's CRM, and updated interest rates on the backend based on changes made by our partners—**saving 2 man hours daily**.
- **Performed feature QA and regression testing** for Pine Homes - a home browsing software, identifying bugs pre-launch and ensuring seamless user experience across web and mobile interfaces.
- Evaluated user funnel data across Pine's mortgage application platform, **identifying a 30% drop-off** at the document upload stage and other deficiencies, these metrics were then used in the feature ideation process maintaining an agile environment.

### 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**.

## COMMUNITY EXPERIENCE

### Educational Growth Coordinator

Jan. 2025 – Mar. 2025

*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

## ADDITIONAL INFO

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