

# Mazin Tagelsir

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## EDUCATION

### The Ohio State University

Bachelor of Computer Science & Engineering

Columbus, OH

December 2025

**Certifications:** AWS Solutions Architect Associate, Microsoft Azure Fundamentals, Harvard Business Case Development

## SKILLS

**Product:** UI/UX Design, Agile Methodologies, Scrum Framework, Influential Leadership, Cross-functional Communication, Marketing, Entrepreneurial, Data Analysis, Product Development, Design Thinking, Prioritization

**Tools/Technologies:** Java, C++, C#, C, Python, JavaScript, React, Figma, Excel, PowerPoint, Asana, Jira, Notion, AWS, Microsoft Azure, Linux, Unix, Spring Boot, MVC, Rest API

## WORK EXPERIENCE

### Incoming Product Manager Intern

Emerson Electric

Dayton, OH

August 2024

### Solutions Architect Intern

Amazon

Seattle, WA

May 2024 – August 2024

- Led the development of a multilingual AI chatbot with Amazon Lex, cutting support times by 30%, using AWS CloudFormation
- Earned AWS Solutions Architect and Cloud Practitioner certifications, showcasing AWS proficiency
- Applied AWS Well-Architected Framework, cutting costs by 20% and optimizing solutions for 50+ clients
- Identified core customer needs and drafted a public relations document for a product launch by using customer problems

### Product Manager Intern

NaoNow

Dallas, TX

January 2024 – April 2024

- Implemented 24/7 AI-driven customer support, increasing response efficiency by 40% and user satisfaction by 35%
- Developed proactive support features, ensuring 90% of users received timely follow-ups and updates
- Integrated sentiment analysis and predictive capabilities, reducing customer complaints by 25%
- Streamlined the integration with Intercom, enhancing communication workflow and cutting response times by 50%

### Product Manager Intern

Candoor

New York, NY

August 2023 – December 2023

- Led the development of a chatbot with Llama 2, React, Flask, and MongoDB, boosting user engagement and matching efficiency
- Enhanced data security and optimized backend, reducing matching times by 30% and ensuring AWS deployment scalability
- Collaborated with teams to integrate the chatbot into the platform, increasing advisor-advisee connections by 20%

### Software Engineering Intern

JPMorgan Chase & Co. - AWM / AI & ML Acceleration Team

Columbus, OH

June 2023 – August 2023

### Software Development:

- Led the design and development of an internal chatbot for cybersecurity queries, reducing information retrieval time by 70%.
- Architected the backend using Python FastAPI server, streamlining request handling for the application
- Enhanced user experience with a React.js interface, resulting in a 32% increase in user interactions and positive feedback
- Improved application reliability through iterative testing, cutting the error rate by 44% within two months

### Project Management:

- Implemented an Agile workflow with one-week sprints and Kanban boards, successfully completing 6 sprints
- Assisted in comprehensive documentation as well as user guides for a smooth onboarding process for new team members
- Communicated progress and updates to senior leadership through weekly sprint reviews
- Conducted 3 user feedback sessions, integrating 4 user suggestions into development, boosting user satisfaction by 40%

## LEADERSHIP EXPERIENCE

### ColorStack at Ohio State

Vice President and Co-Founder

Columbus, OH

March 2023 – Present

- Developed relationships with nationwide technology companies, securing 6 sponsorships before each yearly launch
- Lead the budgeting committee to plan spending of \$5000 during the academic year, prioritizing member experience
- Collaborated with national ColorStack leaders to ensure technology efforts were in line with the overall organization's goals
- Collaborate with university administrators, corporate partners, and local organizations to increase the reach of ColorStack to more than 10,000 students at different universities