

Mustafa Ali Mirza

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EDUCATION

University of Michigan, School of Information (UMSI) — *MS in Information Science* 2027

Specialization: User-Centered Agile Product Development

Lahore University of Management Sciences (LUMS) — *BSc (Hons) Computer Science* 2024

GPA: 3.53

Relevant Courses: Data Structures, Algorithms, Artificial Intelligence, Machine Learning, Generative AI, Network Security, Speech Processing, Software Engineering

PROFESSIONAL EXPERIENCE

Dubizzle Group — *Associate Product Manager, Lahore, Pakistan / UAE* 2024

- Drove over \$1.5M in monthly revenue by managing the CRM (Carforce) for dubizzle Cars UAE, improving operational and sales efficiency across departments.
- Defined and executed Q3 and Q4 product roadmaps, aligning business objectives with technical feasibility and user-centric goals.
- Collaborated with business, engineering, legal and design teams to develop scalable features, ensuring timely delivery and alignment with stakeholder requirements.
- Improved workflow efficiency by 25% by leading the development and launch of Carforce 2.0, an advanced CRM tool for inventory management.
- Enabled data-driven decisions and boosted agent productivity by delivering real-time KPI dashboards and integrating AI-powered transcription and analysis tools.
- Reduced lead wastage by 20% through the design and implementation of lead optimization tools, including a CRM Tasks Module.

Alt Ventures — *AI Product Intern, Lahore, Pakistan* 2023

- Collaborated with product managers and engineers to define product requirements and develop an AI-powered interview summary system used by hiring teams across 3+ departments.
- Launched a call center sentiment analysis tool that identified top 5 recurring pain points, boosting customer satisfaction tracking.
- Led the end-to-end development of AI features using no-code platforms like Bubble.io, reducing time-to-market by 40%. Integrated 10+ AI tools including Whisper and OpenAI API to automate tasks such as transcription and sentiment analysis.

TEACHING EXPERIENCE

CS 100 – Introduction to Programming — *Teaching Assistant* 2022

- Taught 70+ students across multiple lab sections to reinforce C++ fundamentals and object-oriented concepts.
- Designed 10+ assignments, debugged code, and provided personalized technical support during weekly office hours.

PHIL 204 – Contemporary Moral Problems — *Teaching Assistant* 2023

- Facilitated 12+ discussion sessions on applied ethics, social justice, and moral reasoning, encouraging participation and critical debate.
- Graded 80+ essays and assignments, and provided feedback to improve argument structure and clarity of thought.

PROJECTS AND RESEARCH

- **CampusConnect:** Developed a mobile app using NodeJS, MySQL, and React Native for 300+ LUMS students, featuring location-based heatmaps, messaging, and study group scheduling.
- **Keyframes AI Web Application:** Built a web app using OpenCV and a fine-tuned LLM to summarize and visually analyze MP4 videos; supported interactive exploration of over 100 minutes of footage.
- **KFC Data Analysis:** Analyzed 5,000+ delivery records using statistical testing, ML, and regression to uncover insights that improved efficiency.

SKILLS

Technical & Product Management Skills: Python, SQL, React, JIRA, Agile/SCRUM Practices, Product Roadmap Development, Feature Prioritization, Data Analytics (GA + Firebase), User-Centered Design