Define the Problem Statements

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Team ID: LTVIP2025TMID55745

Project Name: FreelanceFinder (SB Works)

Maximum Marks: 2 Marks

# Customer Problem Statement Template:

To define the core problems freelancers and clients face while engaging in freelance work online, and use those insights to guide the development of SB Works – FreelanceFinder.

Reference: https://miro.com/templates/customer-problem-statement/

## Problem Statement (PS)

### PS-1

I am (Customer): a graphic design graduate eager to build a freelance portfolio.

I’m trying to: find genuine freelance projects and get hired based on my skills.

But: most platforms are overcrowded, and clients don’t respond to proposals.

Because: there's lack of personalized project matching and trust in freelancer profiles.

Which makes me feel: undervalued and uncertain about growing my freelance career.

### PS-2

I am (Customer): a small business owner seeking creative services.

I’m trying to: hire a freelancer quickly with relevant skills and proven track record.

But: it's hard to evaluate freelancers or track work progress efficiently.

Because: most platforms lack clear portfolios, live chat, or project collaboration tools.

Which makes me feel: frustrated and hesitant to rely on freelance platforms.

### PS-3

I am (Customer): an admin managing the freelancing platform.

I’m trying to: ensure quality, security, and user satisfaction on the platform.

But: conflicts and lack of communication between users reduce reliability.

Because: there’s limited oversight and no structured feedback mechanism.

Which makes me feel: responsible for resolving issues but limited in tools to intervene.