📍 Amsterdam   📱 +31 (0)639 0539 72   ✉ von.aigner@gmail.com   ⚫ Github   in LinkedIn

Max von Aigner

I am a software engineer with a strong interest in UX and Product. As a Product Manager at Lemonade, the world's largest fully digital insurance, I was responsible for products that impacted more than two million customers. I am now pivoting to pursue my passion in software development, combining my experience from both fields.

Work Experience

Product Manager   **Lemonade**   **Nov 2022–Jul 2023**
Product Platform Squad   Amsterdam, Netherlands

- Led the Product Platform Squad and the development of user-facing mobile app and desktop features, including a smart IVR and a receipt generator for the mobile app, used across product lines.
- Launched the Ada chatbot on the Lemonade website and mobile app, elevating automation by 30% and while improving customer satisfaction metrics.

Customer Experience Expert   **Lemonade**   **2021–2022**
Customer Experience Squad   Amsterdam, Netherlands

- Implemented and oversaw the Ada chatbot in its trial period.
- Excelled in customer support, securing a customer satisfaction score of 4.9 and a net promoter score of 9.5.

CX Specialist   **Lemonade**   **2019–2021**
Customer Experience team   Amsterdam, Netherlands

- Supported US and German customers, upholding Lemonade's superior customer experience ratings.

Technologies and Languages

Front-end: TypeScript, JavaScript, Next.js, React, Tailwind CSS, Radix, Shadcn, Framer Motion.
Backend: REST APIs with Express, Prisma ORM (Postgres & Sqlite).
Utilities: Zod (data validation), React-Hook-Form, JSON Web Tokens (authentication), Cypress.

Projects

- **Booth -** App, Github
  I developed a web application enabling users to mix songs like a DJ. In order to make the application intuitive, I applied my experience in UX design from my previous role as Product Manager.
  Tech Stack: Next.js, React, Typescript, Howler.js, Shadcn, Framer Motion

- **Home Chef Recipes -** Github Backend, Github Front end
  With a teammate I built a social platform, where users can upload and share cooking recipes with other users.
  Tech Stack: Next.js, React, Typescript, REST APIs, Express.js, Prisma ORM (Postgres SQLite)

- **Code Jedi -** Github
  A mobile app, integrated with the ChatGPT API to help users with software programming questions.
  Tech Stack: React Native, OpenAI API

Education and Certifications

- **Full-Stack Programming Bootcamp,** Mind Mingle, Utrecht, Netherlands.   **Aug 2023–Oct 2023**
  - An intensive ten-week program where I learned to program in TypeScript, React, Next.js and Tailwind CSS, using REST APIs and Express Servers.
  - On my own I built a ChatGPT-integrated mobile app "Code Jedi" in React Native, and my main project "Booth", which is an online DJ web application. Together with a teammate I developed the full-stack web application "Home Chef Recipes" with which users can share cooking recipes online.
- **B.A. Business and Management,** MCI, Innsbruck, Austria.   **2014–2017**
  English-taught program with a global perspective, emphasizing business administration, management, and scientific methods. Included a semester abroad at Universidade de Fortaleza, Brazil.

Languages

- **German:** Native; **English:** Fluent; **Dutch:** Professional