

JORGO QIRJAJ

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SUMMARY

Fulbright Fellow @ Rice with a CS background & cross-functional experience building global SaaS products. Skilled in product discovery, stakeholder-management, & leadership with hands-on experience in AI tools. Currently expanding technical expertise in engineering management, data science, and AI to build scalable & user-centric products.

EXPERIENCE

Redocs - Streamlining Real Estate Compliance NYC, Remote
Technical Product Creator Dec 2024 - Present

- Building AI-powered ReHub Portal with Claude & Supabase, helping 40K+ buildings with compliance tracking, regulations, and invoices-management, cutting manual reporting and reducing missed deadlines.

EasyPay - First & Leading Albanian Fintech Tirana, Albania
Technical Product Manager Mar 2024 - Jul 2025

- Led the development of Albania's first Open Banking services (20+ eng team), through real-time account information, management, & direct bank payments, establishing EasyPay as the national fintech leader.
- Managed the full lifecycle of Pay by Link, loan payment, donation products, increasing CSAT by 24%.
- Conducted 30+ discovery interviews and A/B tests to refine Pay by Link user flows.

Trainly - Habit Forming Wellness App Ireland, Remote
Product Manager Jan 2024 - Jan 2025

- Defined and scoped the MVP, focusing on user-centric features ensuring product alignment with business needs.
- Researched and integrated APIs for habit tracking, nutrition, & fitness, ensuring cross-domain functionality.

Publer - Global SaaS Digital Marketing Tirana, Albania
Head of Customer Experience Sep 2022 - Dec 2023

- Founded and scaled the CX team introducing a customer-first culture across departments through monthly workshops that focused on delivering exceptional CX end-to-end.
- Enhanced CX for 300K+ users, achieving a 4.9/5 rating by halving response times across all channels.

Product Success Manager Jun 2021 - Sep 2022

- Boosted adoption by leading launches of Workspaces & Publer AI, aligning with customer & business needs.
- Improved team efficiency and sped up our go-to-market strategy by fostering Agile practices.

Tech Support Engineer Feb 2021 - Jun 2021

- Addressed user problems & built strong customer relationships, achieving an increase in retention by 20%.

EDUCATION

Master of Engineering Management & Leadership, Rice University Aug 2025 - Dec 2026

- Concentration in Computer & Data Science. Awarded Fulbright Scholarship.
- Relevant Coursework: Engineering Product Management, Data Science & Machine Learning, Python.
- Key Projects: ML Model to Predict Churn & SaaS Performance, AI-powered cooking assistant SaaS.
- Activities: President of American Society of Eng Managers, Doerr Leadership Coaching, Queer oSTEM Mentor.

BA in Computer Science, American University in Bulgaria 2016 - 2020

- Minors in Mathematics & Information Systems.
- Relevant Coursework: Software Engineering, Big Data, Data Analytics, Python, Advanced Calculus.
- Key projects: Adaptive Neural Network "Snake Game", Big Data & Machine Learning in Smart Cities.
- Activities: Oxford Summer School, President of TEDxAUBG, Choreographer of Broadway Club.

OTHER

PM Skills	Market-Fit, Roadmapping, Stakeholder-Management, Scrum, Jira, Miro, Python, SQL
Certifications	Professional Scrum Product Owner I Becoming a PM Reforge Product Management Courses
Languages	English (fluent), Albanian (native), Spanish, Bulgarian, Greek (intermediate)
Hobbies	SunRide rhythm cycling coach, building culture & community through music & motivation