

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