

MAHFUJ HUSSAIN

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EDUCATION

NEW YORK UNIVERSITY, Leonard N. Stern School of Business **New York, NY**
Master of Business Administration, Tech MBA Program **May 2022**

Specializations in Product Management and Brand Management

- Member of Stern Technology Association, Entrepreneurship & Startup Association, and South Asian Business Association

WESLEYAN UNIVERSITY **Middletown, CT**
Bachelor of Arts in Biology and Psychology **May 2019**

EXPERIENCE

GOOGLE **Ann Arbor, MI**
IT Resident **2019 - 2021**

- Increased company efficiency and maintained employee productivity by delivering high-quality technical support (4000+ incidents resolved, 99.8% positive feedback) to fellow Googlers
- Enhanced user experience by compiling 50+ comprehensive bug reports used to analyze root causes of technical issues
- Improved workflows and critical user journeys by providing feedback and creating 10+ process documents
- Designed three internal productivity dashboards by interviewing users to establish needs, providing regular design updates to working group, and communicating ideas to influence stakeholders
- Launched website for internal programs by interviewing leadership to develop vision, publishing wireframes and design proposals, and facilitating ranked-choice surveys to determine most effective version of website

Product Manager (Rotation) **2020**

- Collaborated cross-functionally with Project Sponsors, Program Managers, UX Designers, and Software Engineers to develop features for company's knowledge management system
- Delivered product roadmaps to manage prioritization of product life cycle for internal tools
- Determined product vision and strategies by authoring data-driven Business Requirements Documents and Product Requirements Documents used to gain stakeholder buy-in and guide development team
- Conducted product assessments to evaluate internal tooling adherence to accessibility, content, and User Experience/User Interface standards
- Created and assigned bug reports and features requests to ensure tooling requirements are met and on track

WESLEYAN UNIVERSITY **Middletown, CT**
Multiple Roles, Information Technology Services **2015 - 2018**

- **Head Manager:** Managed team of 25 student employees, scheduled and approved shifts, facilitated bi-weekly staff meetings, and hired prospective employees
- **Training Manager:** Trained 6 new employees by creating a thorough curriculum, running weekly training meetings, and overseeing continuous development
- **Helpdesk Consultant:** Provided 3000+ students and professors with support for software, hardware, and network issues to maintain properly functioning technology on campus

TECHNICAL SKILLS AND ADDITIONAL INFORMATION

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- Programming languages: Python, R, SQL
 - Operating Systems: macOS, Windows, Linux, Chrome OS; Software: Adobe Creative Cloud, Google Workspace, Microsoft 365
 - Certificates: Scrum Alliance Certified Scrum Product Owner, Introduction to User Experience Principles and Processes (University of Michigan Ross), Digital Product Management (University of Virginia Darden)
 - Interests: Creative nonfiction (reading and writing), graphic design (created logos/graphics for various groups and small businesses), car enthusiast (added performance modifications to my own car)