

Mohammed Saeed, Operations Intern

saeed@msaeed.tech

LINKS

[LinkedIn](#), [Portfolio Website](#)

PROFILE

Dynamic professional with extensive experience in operations and product design, currently pursuing a Bachelor of Science in Computer Science. Proven track record of enhancing customer retention by 30% through effective communication and problem-solving skills while managing high call volumes. Demonstrated leadership abilities in fostering a professional environment and conducting thorough market analyses to inform design improvements. Skilled in HTML, JavaScript, and Python, with a passion for leveraging AI and automation to drive innovative digital solutions. Committed to contributing expertise in software development and business automation to achieve impactful outcomes.

EMPLOYMENT HISTORY

Aug 2023 — Dec 2023

Operations Intern, ZYWA (YC W22)

As an Operations Intern at ZYWA, responsibilities included optimizing operational processes and ensuring efficient workflow. The position required strong organizational skills to handle multiple tasks and support various departments. A key aspect was the management of customer interactions, leading to improved service delivery.

- Streamlined operational procedures, contributing to enhanced efficiency across the board.
- Engaged with customers to gather feedback and improve service quality.
- Utilized project management skills to assist in various operational initiatives.

Jul 2023 — Aug 2023

Growth Intern, ZYWA (YC W22)

In the role of Growth Intern at ZYWA, the focus was on enhancing customer engagement and retention strategies. This involved actively participating in brainstorming sessions and implementing innovative solutions to foster a culture of professionalism within teams. The experience provided insights into customer behavior and market dynamics, leading to informed decision-making.

- Successfully identified and resolved challenges through critical thinking and problem-solving techniques.
- Contributed to a 30% increase in customer retention by managing over 50 customer interactions daily.
- Fostered a collaborative environment by promoting open communication within teams.

Dec 2023 — Jan 2024

Product Design Intern, ZYWA (YC W22)

During the internship as a Product Design Intern at ZYWA, the focus was on conducting in-depth market research and analyzing competitor offerings. This role involved prototyping multiple design iterations based on customer feedback and market analysis, leading to more effective final products.

- Performed competitor analysis to gain insights into market trends and user preferences.
- Developed several design prototypes, which significantly improved the final product outcomes.
- Analyzed customer feedback data, resulting in a 50% increase in customer acquisition.

EDUCATION

Jan 2023 — Aug 2026

Bachelor of Science in Computer Science, University Of Wollongong in Dubai

SKILLS

Customer Retention

Market Analysis

Critical Thinking

Team Collaboration

Problem Solving

Process Optimization

HOBBIES

Gaming, Long Trips, Learning New Business Models