Mohammed Saeed, Internship

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PROFILE

Computer Science student with hands-on startup experience in operations, customer support, and fintech workflows. Worked closely with founders in a YC-backed startup to streamline user onboarding, manage app-based banking features, and gather structured feedback. Currently transitioning into software development and automation, with growing proficiency in Python, JavaScript, and web technologies. Eager to contribute to tech-driven teams through a blend of business insight and technical learning.

EMPLOYMENT HISTORY

Dec 2023 — Jan 2024

Product Design Intern, ZYWA (YC W22)

Worked closely with the founder to analyze customer insights and align product improvements with user needs. Contributed to design sprints by organizing structured feedback and helping shape the roadmap through real-world input.

- Collaborated with the founder to structure user feedback and prioritize product improvements.
- Used Notion to document pain points and proposed enhancements based on customer interactions.
- Helped align feedback with product feature roadmap through structured summaries and reports.

Aug 2023 — Dec 2023

Operations Intern, ZYWA (YC W22)

Led operational tasks in a live fintech product, handling real-time support, user verification, and app-based banking actions. Collaborated cross-functionally to improve workflows, solve customer issues, and support reward mechanisms.

- Managed end-to-end user onboarding, including KYC and app access workflows.
- Reviewed and actioned bank transfer requests, applying business rules and escalating exceptions.
- Handled direct WhatsApp and phone support, resolving 200+ customer issues .

Jul 2023 — Aug 2023

Growth Intern, ZYWA (YC W22)

Focused on user acquisition and retention by reaching out to customers, collecting feedback, and contributing to support playbooks. Helped shape outreach strategies that led to measurable improvements in user engagement.

- Contacted 50+ users daily to understand onboarding friction and improve retention
- Participated in feedback documentation and playbook creation for support interaction.
- Contributed to a 30% increase in retention by refining support and outreach scripts.

EDUCATION

Jan 2023 — Aug 2026

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

SKILLS

Languages: Python, JavaScript, HTML/CSS

Tools: Git, Notion, VS Code, GitHub CLI, GitHub Desktop, Replit, PyCharm, Slack, Discord, Vercel, Netlify, GitHub Pages, Heroku, Supabase, MongoDB, MySQL, Bash/Terminal, Command Prompt/PowerShell

Interests: Software Development, Automation, Web Applications, Backend

PROJECTS

VouchPro
https://vouchpro.us
Developed a Discord bot for community vouching and scammer alerts, enhancing trust and safety within online communities.

Personal Portfolio Website
https://www.msaeed.tech
Designed and deployed a responsive personal portfolio using HTML, CSS, and JavaScript to showcase projects and skills.

Internet Speed Test Application

https://github.com/msn698/internet-speed-test

Developed a Python-based application to measure and display internet speed metrics, providing users with real-time data.

Dinosaur Chrome Game Clone

https://github.com/msn698/Python-Chrome-Dinosaur-Game

Recreated the popular offline Chrome dinosaur game using Python, focusing on game logic and user interaction.

BMI Weight Calculator

https://github.com/msn698/BMI-Calculator

Implemented a Python application to calculate Body Mass Index (BMI) and categorize weight status based on user input.