

Sahaib Singh

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Profile

Versatile 27-year-old Product & Graphic Designer with 8+ years of cross-functional expertise in tech-driven roles. Combines creative design mastery with technical proficiency in product support, data analysis, and systems optimization. Proven success in the logistics IT and corporate transportation sectors, delivering solutions that bridge user-centric design with operational efficiency.

Personality

INTP-A ("Logician"): Consistently testing as analytical, systems-oriented, and innovation-driven (retested biannually for growth tracking).

Strengths: Strategic problem-solving, adaptive learning, and bridging technical/creative workflows.

Experience

Freightify Solutions India PVT. LTD. | Nov 2021 – Present

Tech & Product Support Specialist (Promoted Nov 2023)

- * Lead cross-functional teams in resolving 50+ monthly technical issues (debugging, user support, system optimization).

- * Spearheaded internal technical improvements under CTO direction:

- * Developed customer usage analytics dashboards using Mixpanel/SQL, reducing response time by 30%.

- * Streamlined monitoring workflows via AWS and Google Looker Studio, enhancing operational reporting accuracy.

- * Oversaw product lifecycle for internal tech operations platform.

CommuteC: Next Gen Smart Mobility | Sep 2016 – Sep 2021

Multidisciplinary Lead

Product Management: Launched 3 SaaS tools for smart mobility, achieving 85% user adoption within 6 months.

Brand Strategy: Revamped visual identity and social campaigns, increasing engagement by 40% YOY.

Operations: Managed IT assets (\$500K+ inventory), HR workflows, and QA processes for 15+ client projects.

Crayons Communications | Apr 2021 – Jun 2021

Freelance Graphic Designer

Delivered 20+ brand assets (logos, infographics, marketing collateral) for clients in 3 months.

Portfolio

[Visit my website](#) for detailed work theory.

Skills

Skilled in following areas and tools over the span of 8 years.

Technical

Data Analysis: SQL, MongoDB, Google BigQuery, Metabase, Mixpanel, Posthog

Cloud/DevOps: AWS (EC2, S3), Vercel, CI/CD pipelines

Support Tools: Zoho Desk, Freshdesk, Fullstory

Design & Product

UI/UX: Figma, Sketch, Balsamiq (10+ shipped prototypes)

Graphic Design: Adobe Illustrator/Photoshop, Branding Systems

Documentation: Agile workflows, Microsoft/Google Suite

Additional

Video Editing (Final Cut Pro), Cross-functional Team Leadership

Education

Bachelor of computer science, Computer Science - 2017 - 2018
Institute of Distance Education and Open Learning

Bachelor's degree, Computer Science - 2015 - 2017
Mumbai University Mumbai