

# MEZBAH UDDIN

## Product Manager

Chittagong, Bangladesh | Remote | [mezbahef@gmail.com](mailto:mezbahef@gmail.com) | [mezbah.me](http://mezbah.me) | [royalsubz.com](http://royalsubz.com)

---

## PROFESSIONAL SUMMARY

---

Product Manager at **DigitaVision LTD** with two promotions in two years — Junior Support to Senior Support to Product Manager. Simultaneously built and launched **Royal Subz**, a live SaaS subscription marketplace that reached \$110 MRR, 35 paying users, and 39.9K monthly search impressions with zero ad spend in 90 days. Operates across the full product stack: catalog and vendor management, customer support systems, frontend development, cloud infrastructure, and SEO growth.

## WORK EXPERIENCE

---

### Product Manager

Jan 2026 - Present

DigitaVision LTD | Remote

- Own a 200+ SaaS product catalog including listings, stock levels, uptime monitoring, and pricing adjustments responsive to vendor and market signals.
- Coordinate with upstream vendors on product updates and policy changes, translating those into customer-facing decisions before they affect support volume.
- Track the SaaS landscape weekly for outages, pricing shifts, and feature changes, any one of which can ripple into customer service queues within hours.
- Make product-call decisions in fast-moving situations: which to push, pause, reprice, or pull based on margins, live demand data, and vendor signals.
- Lead cross-functional coordination between support, vendor management, and operations teams to keep the catalog accurate and customer experience consistent.
- Reduced average customer response time by 35% through workflow restructuring and a tiered escalation system that matched ticket complexity to the right handler.

### Senior Administrative Support

Jan 2025 - Dec 2025

DigitaVision LTD | Remote

- Owned Level 2 and 3 support, diagnosing advanced technical issues and returning customers to a working state with minimal escalation to senior staff.
- Led a 2-person support pod in shift, providing real-time guidance, ticket review, and escalation path decisions when standard playbooks did not apply.
- Held end-to-end accountability for the shift queue: customer outcomes, team decisions, and ensuring no tickets fell through between handoffs.
- Identified recurring support patterns and documented fixes into internal SOPs, reducing repeat escalations and cutting average resolution time by 30%.
- Mentored two junior team members on conflict resolution, ticket triage, and escalation judgment, both of whom were later promoted to independent shift leads.
- Contributed to a 20% efficiency improvement across the support function by standardizing response templates and streamlining the internal escalation workflow.

### Junior Administrative Support

May 2024 - Dec 2024

DigitaVision LTD | Remote

- Handled Level 1 customer support across email and live chat covering product queries, account issues, billing questions, and routine subscription troubleshooting.

- Operated the aMember dashboard daily for catalog updates, account management, and the repetitive internal tasks that kept the platform running without interruption.
- Maintained internal operating documentation as processes evolved, keeping SOPs accurate so the rest of the team was never working off outdated guidance.

## PROJECTS AND INDEPENDENT WORK

---

### Royal Subz - Platform Builder and Operator

Feb 2026 - Present

[royalsubz.com](https://royalsubz.com) | Live | Independent | [Case Study](#)

**Key results:** \$110 MRR | 35 paying users | 39.9K monthly search impressions | First revenue in 90 days

- Built and launched a SaaS subscription marketplace from zero, covering product, design, frontend, backend, infrastructure, and SEO, solo with no co-founder or agency.
- Grew from 0 to 39.9K monthly search impressions in 90 days through a structured keyword cluster and content engine strategy with zero ad spend.
- Designed a hybrid payment system using crypto wallets serving South Asia and Middle East users where Stripe and PayPal carry high friction or are blocked entirely.
- Stack: React 18, TypeScript, Vite, Tailwind CSS, shadcn/ui, Supabase, DigitalOcean, nginx, Resend, Crisp.

### BDC Professionals Dashboard - Frontend Developer

2025

Client project | Internal delivery | [Case Study](#)

- Built a full frontend for a dealership BDC operations platform: 41 pages, 40+ routes, 60+ role-based permission actions, and 40+ shared components, delivered solo.
- Designed and documented a three-level role and permission system so the backend team could implement against a defined contract without follow-up clarification.
- Stack: React, TypeScript, Wouter, TanStack Query, shadcn/ui, Tailwind CSS, Zod.

## EDUCATION

---

### B.Sc. in Electrical and Electronic Engineering

Graduated 2025

International Islamic University Chittagong (IIUC)

## SKILLS

---

**Product and Ops:** Catalog Management, Vendor Coordination, Uptime Monitoring, Customer Support, SOP Documentation, Ticket Escalation

**Building and Shipping:** React, TypeScript, Tailwind CSS, shadcn/ui, Supabase, Astro, Vite, Node.js, Git, DigitalOcean, nginx

**Growth and SEO:** Keyword Research, Content Strategy, On-page SEO, Technical SEO, Google Search Console, Blog Content Production

**Tools:** Notion, Jira, Trello, Slack, Crisp, Figma, Adobe Illustrator, Photoshop, Canva, Perplexity, Midjourney.