Tell me about yourself

Zainab Hussein

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Sure. I'm a computer engineer by training, and for the last two years I've been a QA engineer at a fintech here in Baghdad, testing our mobile app. I started there thinking my job was to find bugs, but I quickly realised I cared more about why a feature existed than whether it worked.

So I started a weekly bug bash with our support team. They'd bring the complaints they heard most, and we'd try to reproduce them together. It changed what we fixed first, and over the year our app store rating went from 3.6 to 4.3. I'm not taking the credit for that alone, but it showed me how much listening to users changes priorities.

On the side, I built a simple menu builder for small restaurants. I interviewed twelve owners before writing any code, and about forty restaurants ended up using it. That's what drew me to product management, and it's why this role stands out to me: your posting says small restaurants are a priority, and that's exactly the kind of user I've been learning from.