JULIAN MERCER

PRODUCT MANAGER WITH NO EXPERIENCE

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PROFESSIONAL SUMMARY

Aspiring Product Manager with 1+ years of internship and project experience at Zendesk, Dropbox, and Code for America. Backs every claim with user interviews, small experiments, and shipped work from a first product internship.

PROFESSIONAL EXPERIENCE

Product Analyst Intern Jan 2026 - Present
Zendesk, San Francisco, CA

- Analyzed ticket-deflection data in SQL for a help center redesign and found three search gaps that the team fixed in the next sprint.
- Interviewed 15 support agents about macro usage and wrote a two-page summary that moved a template cleanup into the quarterly backlog.
- Drafted user stories and acceptance criteria for a search suggestion feature, and engineers shipped it with no scope questions raised.
- Built a weekly dashboard of article views and unresolved searches that the product manager now opens at every Monday planning meeting.

Product Management Intern Aug 2025 - Dec 2025
Dropbox, San Francisco, CA

- Tested a shared-folder invite prompt with a growth squad, and the variant raised invite completion by 6% over the two-week test.
- Compared five competitor onboarding flows in a short report and recommended two changes that design later prototyped.
- Ran usability sessions with eight students on a file-request flow and logged the four problems that blocked the most people.
- Took notes in sprint reviews and followed up with engineers on open questions, which cut repeated clarifications on the squad's tickets.

Volunteer Product Lead Aug 2025 - Present
Code for America, San Francisco, CA

- Led a volunteer team of five building a benefits eligibility checker for a county office, taking it from idea to a working pilot in four months.
- Interviewed ten residents and two caseworkers to choose which questions the screener asked first, shortening the form by a third.
- Kept a public roadmap and decision log in Notion so volunteers who joined mid-project could start work within a day.
- Tracked pilot results with Google Analytics and reported that 61% of visitors who began the screener finished it.
- Presented pilot findings to county staff and agreed a short list of three fixes to make before the office decided on a wider rollout.

CORE SKILLS

User interviews | Product discovery | Requirements writing | User stories | Prioritization | SQL | A/B testing | Google Analytics | Jira | Notion | Figma | Competitor analysis | Stakeholder updates | Roadmap basics

EDUCATION

B.S. in Cognitive Science, University of California, Berkeley, Berkeley, CA

CERTIFICATIONS

Pragmatic Institute Foundation Certificate | Google Data Analytics Professional Certificate