

CHITSANZO ISAAC

(215) 847-9884 chitsanzo.isaac@gmail.com Philadelphia, PA [Linkedin](#) [GitHub](#) [Portfolio](#)

PROFESSIONAL SUMMARY

Relentlessly curious aspiring **product manager** and **critical thinker** with a strong background in **software development**, **user research**, and **business strategy**, who thrives in ambiguity. I bring a blend of **user empathy**, **systems thinking**, and **data-driven decision making** to every problem I touch. Former architecture professor turned **agile product problem solver** with a background in customer experience, marketplace operations, and **iterative product development**. I'm energized by hard problems, **quantitative thinking**, and turning friction into opportunity—especially for users that are often overlooked. I don't wait for instructions; I seek out what's broken and fix it, while collaborating with my team. Please find personal projects that demonstrate my ability to identify problems and create solutions [here](#)

PROFESSIONAL EXPERIENCE

AGIL f(x) - AI Startup | Philadelphia, PA

Assistant Project Manager

Nov '24 - Apr '25

- Maintained product documentation including **epics**, **user stories**, and **acceptance criteria** for engineering and design teams of 8-14 members
- Coordinated teams through the **software development process**, delivering short-term deliverables while maintaining long-term **product vision** for 12+ projects
- Spearheaded **Agile rituals** including daily standups, sprint planning, and retrospectives, driving **95%** team efficiency
- **Collaborated cross-functionally** with teams in 3 time zones to **align goals**, **prioritize solutions**, ship features quickly, and drive product improvements

Thomas Jefferson University | Philadelphia, PA

Visiting Assistant Professor- Sustainable Design & Architecture

Jan '20 - Aug '23

- Guided cross-disciplinary teams on real-world design challenges over 3 years, emphasizing **clarity of communication**, visual storytelling, and **iterative problem solving**.
- Developed curricula addressing **equity**, **access**, **complex problems**, and systems thinking in urban environments, engaging 6 **underserved communities**
- Initiated **interdisciplinary** coursework blending **architecture**, **technology**, and **urban systems**, reflecting a strong **cross-functional** and **collaborative** mindset across 3 departments
- Demonstrated **resilience** in the face of **Cyclone Freddy** (2023) on a study abroad trip to Malawi, resulting in the students gaining deepened **empathy**, and **resourcefulness skills**
- Conducted **research** on human-centered design and sustainable systems, and **published in 2 research journals** and 2 textbook chapters

BhoFro Design | Philadelphia, PA

Founder & Product Strategist

Jul '16 - Jan '22

- **Built and scaled an e-commerce business** from zero, using **market research** and trends, **customer insights**, and data-driven strategy
- Managed **100%** of the business, everything from **UX design** to inventory management and **customer acquisition**
- Expanded client retention by **90%** and online sales by **50%** through in-person **customer interactions**
- Directed business in resource-constrained environments, **adapting quickly** to challenges and wearing multiple hats

TECHNICAL EXPERIENCE

Gym Buddy 2.0

Present

- *Designed and developed the second iteration of a digital workout tracking assistant (group project), allowing users to log gym sessions and monitor progress.*

- *Applied data-driven insights to feature development, prioritizing core functions based on user testing feedback.*
- Try the app: <https://gym-buddy.lovable.app/>

***All these end to end projects can be found on my portfolio site: <https://chitsisaac.wixsite.com/my-site>

NomNom 2.0

Present

- *Built the second iteration of a full-stack product to simplify tracking for breastfeeding mothers, helping them log and retrieve historical session data.*
 - *Conducted user interviews with 15+ users, iteratively refining UI/UX designs based on direct user feedback, leading to 20% increased user retention.*
- Try the app: <https://nomnom-tracker.lovable.app/>

KEY SKILLS

- **Customer-Obsessed:** User Interviews, Support Data Triage, Retention Analysis, Client Communication, Prioritization
- **Quantitative Thinking:** A/B Testing, Metrics Dashboards, Experimental Design, Quantitative Research, Critical Thinking
- **Clear Communication:** Writing Specs & Docs, UX Copywriting, SOPs, Product Documentation (PRDs, User Stories)
- **Execution-Focused:** MVP Launch, Problem Decomposition, Team Coordination, Feature Prioritization, Agile & Scrum
- **Tools & Tech:** Vue.js, Java, JavaScript, PostgreSQL, ClickUp, Trello, Asana, Figma, API Integration, No-Code

EDUCATION

Tech Elevator | Philadelphia, PA

Full Stack Software Development Boot Camp Oct '23 - Jan '24

Technical University of Berlin | Berlin, Germany

Master of Science In Urban Management Oct '08 - Jun '10

City College of New York | New York, NY

Bachelor of Architecture Sep '02 - May '08

Awards & Certifications

- *AI for Product Management - Pendo, Mind the Product, & Google Cloud*
- *Product Management Basics Certification - Pendo & Mind the Product*
- *Product Discovery Certification - Pendo & Mind the Product*
- *Transitioning to Product Management - LinkedIn Learning*
- *Tech Elevator Represent Tech Scholarship (2023) - Awarded to individuals who demonstrate resilience, dedication to tech, and diversity in the industry.*