To Whom It May Concern,

I had the pleasure of working closely with Rezwan while he completed a Product Management internship at Rocket Mortgage in 2024, where I was his assigned mentor. Our team was focused on Rocket Mortgage's customer mobile application, used by nearly 1 million clients on a monthly basis to apply for mortgages, complete origination tasks, and pay/manage their mortgages after closing.

Every feature that we release impacts tens, if not hundreds of thousands of users every month who have chosen Rocket to help them attain and maintain their most valuable asset: Their homes. Thus, a high amount of understanding of and empathy for our clients is essential to ensure we are not a source of anxiety for our clients by further complicating and already convoluted process and relationship.

Rezwan excelled in his role at Rocket for that exact reason. He was adept at understanding how every decision made in the development process could impact our clients and always strived to do what was best for those people.

One of the major projects that Rezwan took on while he was with us was the development and release of a simplified path to allow our clients going through loan origination to connect their financial accounts to Rocket so that statements could be pull automatically, instead of having clients scan and send us mountains of paperwork. This required him to primarily lead both a team of designers and software engineers to devise a solution, refine the best plan to build it, document the work to be one, and adapt the plan when unforeseen challenges arose.

The delivery of this feature not only helped us to speed up the origination process, but also provided a higher level of certainty to our clients that they had done everything that they needed to do to get closer to their homeownership dreams. Since Rezwan led the development and release of this feature, we've seen the amount of clients that choose to connect their bank accounts directly to Rocket increase over 500%.

Rezwan was always very eager to dive right into projects like this and take a leadership role, which was incredibly refreshing. His curiosity and comfort with ambiguity are the exact sort of intangible, table stakes qualities that will continue to make him a great asset to any team that is trying to execute on a mission and deliver value to their customers/clients/users.

I'd be happy to speak in more detail to anyone about my experience working with Rezwan. Please feel free to reach out to me if you would like to do so.

Sincerely,
Barry Biggs