



Summer Internship
Product Manager | Freemium Mission (US)

The Freemium R&D team oversees the entire user journey on Spotify and ensures we engage with people in innovative ways, every step of the way. Our team grows Spotify's audience by finding future listeners around the world and delivering the right value to them, at the right time. With research, product development, product design, engineering, and marketing all collaborating in one organization, we're able to quickly create meaningful features and services for millions of people around the world, resulting in joyful, long-lasting relationships with Spotify.

Location

New York or Remote Americas

Job type

Internship

We are looking for a creative, entrepreneurial, and impact focused Product Management intern to join our team. The Freemium mission is a cross-functional growth team with a focus on increasing the number of Spotify users and growing average revenue per user (ARPU). In this role, you will define and drive product discovery and strategy. If you can't decide what you love the most, tech, business or design, product manager might just be the right role for you. You will help run product requirements, design and prototyping processes and work with your peers to discover a product solution to the business opportunity that is valuable, usable and feasible.

We want you to contribute a genuine passion and enthusiasm for the product and mission. This means understanding and sharing the user's pain and needs with the business and the team so that they are both able and encouraged to help.

What you'll do

- Develop knowledge of insights and identify knowledge gaps for the product area
- Partner with design, engineering, product insights, and functions throughout the business to drive growth and the product experience to the next level
- Passionately help drive focus of the team towards the right objectives, balancing short versus long term needs, balance the needs of different stakeholders
- Work with functions in all parts of the organization, and help build buy-in and alignment for your goals and roadmaps
- Collaborate with other product managers, influencing with strategy and insight e.g. by developing perspective on cross product area opportunities

Who you are

- You are pursuing a Bachelor's or Master's degree in product or project management, UX design, computer science, data science, machine learning or a related field of study. We encourage diverse experiences!
- You have a graduation year date of 2023 or 2024 and currently have valid work authorization to work in the country in which this role is based that will extend from June to August 2023.
- You are curious with a keen eye for detail, and a great team player with excellent communication skills.
- You learn quickly and are comfortable context switching between different problem spaces.
- You have dabbled in Product/Project Management practices via prior internships, coursework, and/or projects.
- You have experience in Project management and or Analytics methodologies.

Where you'll be

- We are a distributed workforce enabling our band members to find a work mode that is best for them!
- Where in the world? For this role, it can be within the [Americas](#) region in which we have a work location.
- Prefer an office to work from home instead? Not a problem! We have plenty of options for your working preferences. Find more information about our Work From Anywhere options [here](#).
- Working hours? We operate within the Eastern Standard time zone for collaboration.

Our global benefits

- Extensive learning opportunities, through our dedicated team, GreenHouse.
- All The Feels, our employee assistance program and self-care hub.
- Social events, everything from fikas and team outings to concerts, panels and talks.
- Flexible public holidays, swap days off according to your values and beliefs.
- Spotify Premium Account, listen without limits with a free employee account.
- Swag, a Spotify welcome kit and official merch you can't get anywhere else.

Learn about life at Spotify

Our paid summer internships last for 10-12 weeks and start at the beginning of June. The last day to apply is April 19th, 2023 at 11 AM EST.

The United States hourly rate for this position is 33.00 USD (Undergraduate First Year & Sophomores), 42.00 USD (Undergraduate Juniors & Seniors), 49.00 USD (Masters) & 58.00 USD (PhD) per hour plus a one time intern stipend of 2,253 USD. This position is overtime eligible. These rates may be modified in the future.

Spotify is an equal opportunity employer. You are welcome at Spotify for who you are, no matter where you come from, what you look like, or what's playing in your headphones. Our platform is for everyone, and so is our workplace. The more voices we have represented and amplified in our business, the more we will all thrive, contribute, and be forward-thinking! So bring us your personal experience, your perspectives, and your background. It's in our differences that we will find the power to keep revolutionizing the way the world listens.

Spotify transformed music listening forever when we launched in 2008. Our mission is to unlock the potential of human creativity by giving a million creative artists the opportunity to live off their art and billions of fans the chance to enjoy and be passionate about these creators. Everything we do is driven by our love for music and podcasting. Today, we are the world's most popular audio streaming subscription service.

Source

"Summer Internship, Product Manager: Freemium Mission (US): Life at Spotify." *Summer Internship, Product Manager | Freemium Mission (US) | Life at Spotify, 2023*, <https://www.lifeatspotify.com/jobs/summer-internship-product-manager-freemium-mission-us>.



April 14, 2023

Spotify
Canada (Americas)

Dear Hiring Manager at Spotify,

I am a third year Bachelor of Computer Science (BCS) student at the University of British Columbia (UBC), and a UBC Bachelor of Arts graduate, applying for the position of Product Manager Intern at Spotify. With my proficiency in verbal and written communication, strong attention to detail, and ardent enthusiasm for innovative technology, business, and design, I am certain that I would be an excellent addition to the Freemium Mission team. The values upheld at Spotify—innovative, sincere, passionate, collaborative, and playful—deeply resonate with me. I would be honoured to work at a company that is unlocking the potential of human creativity; the ability to give a million creators the opportunity to live off their art and billions of fans the opportunity to enjoy and be inspired by it speaks volumes on the innovative and value-driven working environment at Spotify.

Through my experience as Project Owner at Allbaloo, I was able to create a brand that raised awareness on important issues related to labour rights, gender equality, and sustainability in the fashion industry. I gained hands-on experience in managing a self-funded project to master a range of skills in digital marketing, graphic design, event coordination, inventory management, web-design, and budgeting. Additionally, my ability to independently drive initiatives was demonstrated through my excellent sales skills and outstanding results, which included selling over 250 planners and 1000 100% organic cotton and fairtrade t-shirts. Overall, my experience at Allbaloo taught me the importance of clearly articulating objectives using analytical thinking, data, and creativity.

Drawing on my experience as a Customer Service Representative for the Covid-19 Vaccine information line at Maximus, as well as my previous role as a Client Care Representative at Telus, I am confident in my ability to excel in a position that demands excellent communication, strategic thinking, and collaboration. I approached my work at Maximus with a strong emphasis on building a harmonious and productive work environment, which was achieved through my collaborative and professional interactions with both colleagues and citizens. At Telus, I further developed my organizational, multitasking, and sales skills, and I always advocated for each customer's unique needs while ensuring excellent communication with the internal team and appropriate transfer to the responsible department when necessary. With these skills and experiences, I am excited about the opportunity to contribute to the growth-oriented work environment at Spotify.

Additionally, my current enrollment in the Google Project Management certificate program demonstrates my commitment to developing my project management and product management skills further. I am confident in my ability to apply my current skills in communication and product management at Spotify, as well as adapt to an environment in which I will focus on acquiring and practicing new, valuable skills. Having been an avid Spotify user for several years, I am thrilled about the opportunity to define and drive product discovery and strategy for Spotify's Freemium Mission as a Product Manager Intern.

Thank you for taking the time to review my application. I look forward to hearing from you.

Best Regards,

Tanya Mozafari



EDUCATION

- University of British Columbia** | Bachelor of Arts in Political Science, Minor in Commerce (June 2020)
University of British Columbia | Bachelor of Computer Science (Dec 2024)
Google Project Management | Professional Certificate (July 2023)

EXPERIENCE

- RBC, Associate** (Mar 22 – Aug 22)
- Evaluated and verified complex mortgage applications, ensuring consistency and accuracy in all documents and data, while adhering to internal policies and regulatory requirements
 - Collaborated with Mortgage Specialists and other stakeholders to address client inquiries and resolve any issues
- Maximus Canada/Service BC, Customer Service Representative** (Apr 21 – Dec 21)
- Providing front-line support through Cisco Call Centre phone routing for citizens in BC by using active listening to diagnose and resolve problems related to booking and scheduling of the COVID-19 vaccination
 - Leveraging problem-solving skills and knowledge repository to analyze, diagnose, and resolve citizen issues
- Telus, Client Care Representative** (May 19 – Sept 19)
- Offered customer service excellence in post-sales support for products and services through relationship building and quick problem resolution in a call-center environment
 - Effectively upsold additional telecommunications products to customers by understanding their unique needs
- Allbaloo, Project Owner** (May 18 – May 20)
- Self-taught digital marketing, graphic design, event coordination, advertising, and web-design to create a brand with a planner and sustainable t-shirts as a platform to raise awareness on issues within the fast-fashion industry
 - Demonstrated excellent sales skills and outstanding results by selling over 250 planners and 1000 t-shirts
- UBC Annual Giving, Project Assistant** (Jan 18 – May 18)
- Inquired donations to support school funds and campaigns by utilizing strong interpersonal skills, active listening, and negotiation skills in a call-center environment
 - Successfully built rapport with multiple school alumni and thus raised over \$7,000 for the UBC General Bursary

PROJECTS

- Software Construction – Budget Tracker (Java)**
- Created budget tracking application with income and expense categories and developed GUI using Java Swing
- Systematic Program Design – Gender Inequality Index (Python)**
- Presented Gender Inequality Index of each continent with bar charts based on data read from UN csv file

SKILLS

- Technical:** Microsoft Office, Microsoft Excel, Microsoft PowerPoint, Google Suite, Adobe Photoshop, Web Design
Other: research, writing, editing, proofreading, typing, presenting, copywriting, data analysis, conflict resolution
Languages: English (fluent), Farsi (fluent), Spanish (intermediate)

INVOLVEMENT

- UBC Political Science Students Association, VP of Academics** (Aug 18 – Aug 19)
- Provided academic support and career tools to students through media advertising and strong public relations
 - Served as Committee Chair and planned the annual information session and the Peer Mentorship program
- UBC Journal of Political Studies, Editor** (Oct 18 – Apr 19)
- Select and edit papers fit for publication while gaining skills in professional writing, editing, and publishing
 - Solicit paper submissions and interact with edifying peers through rounds of lively debate and contestation
- UBC Kappa Alpha Theta, Chief Financial Officer** (Dec 18 – Dec 19)
- Oversaw and monitored the budget while honing my abilities in Microsoft Excel, data analytics, and accounting
 - Created extensive budget plan that addressed existing deficits and an action plan to recover from existing debt

Tanya Mozafari
2638 Sandstone Crescent
Coquitlam, BC V3E 2T8
April 14, 2023

Raynah Monteiro
RBC
200 Bay Street
Toronto, Ontario M5J 2W7

Dear Raynah,

I hope this letter finds you well. I am writing to request your assistance as a professional reference for me as I pursue new job opportunities. I had the privilege of working under your guidance as an Associate in the RBC Career Launch Program, and I am confident that your support would greatly benefit my job search.

I am currently applying for the position of Product Manager Intern at Spotify, and I believe that your perspective and endorsement would strengthen my application. Your firsthand experience with my work ethic, character, and project management abilities would help showcase my strengths to potential employers.

If you are willing to serve as a reference for me, please let me know if there is a preferred method for prospective employers to contact you.

Thank you for your time and consideration. If you have any questions or require additional information, please do not hesitate to contact me.

Sincerely,

Tanya Mozafari

Tanya Mozafari
2638 Sandstone Crescent
Coquitlam, BC V3E 2T8
April 14, 2023

Reece Williams
Maximus
716 Yates St
Victoria, BC V8W 1L4

Dear Reece,

I hope this letter finds you well. I am writing to request your assistance as a professional reference for me as I pursue new job opportunities. I had the privilege of working under your guidance as a Customer Service Representative at Maximus, and I am confident that your support would greatly benefit my job search.

I am currently applying for the position of Product Manager Intern at Spotify, and I believe that your perspective and endorsement would strengthen my application. Your firsthand experience with my work ethic, character, and communication abilities would help showcase my strengths to potential employers.

If you are willing to serve as a reference for me, please let me know if there is a preferred method for prospective employers to contact you.

Thank you for your time and consideration. If you have any questions or require additional information, please do not hesitate to contact me.

Sincerely,

Tanya Mozafari

Tanya Mozafari
2638 Sandstone Crescent
Coquitlam, BC V3E 2T8
April 14, 2023

Preet Singh
Telus
3777 Kingsway
Burnaby, BC V5H 3Z7

Dear Preet,

I hope this letter finds you well. I am writing to request your assistance as a professional reference for me as I pursue new job opportunities. I had the privilege of working under your guidance as a Client Care Representative at Telus, and I am confident that your support would greatly benefit my job search.

I am currently applying for the position of Product Manager Intern at Spotify, and I believe that your perspective and endorsement would strengthen my application. Your firsthand experience with my work ethic, character, and communication abilities would help showcase my strengths to potential employers.

If you are willing to serve as a reference for me, please let me know if there is a preferred method for prospective employers to contact you.

Thank you for your time and consideration. If you have any questions or require additional information, please do not hesitate to contact me.

Sincerely,

Tanya Mozafari