

Dorota Sawicki

PRODUCT SUPPORT | DATA ENGINEER

E-MAIL dorota.sawicki@gmail.com PHONE: 07426 806728 GITHUB [DorotasHub](#)

PERSONAL STATEMENT

My journey into data is fuelled by an insatiable curiosity for problem-solving—uncovering hidden patterns, making meaningful connections, and transforming complex information into actionable insights. This innate passion led me to pursue a degree in physiological sciences, where I learned to analyse intricate biological systems, and later expanded through my upskilling in full-stack web development. At Plaid, I deepened my technical acumen and witnessed firsthand the transformative power of data in shaping financial technology.

Determined to deepen my understanding of data engineering and expand my impact in the field, I immersed myself in the Northcoders Data Engineering bootcamp, where I gained hands-on experience designing, maintaining, and optimising scalable data systems. Now, I am eager to apply these skills at the intersection of data and AI, harnessing their potential to solve global challenges, drive innovation, and create meaningful impact in the world.

TECHNICAL SKILLS

Programming Languages Python, JavaScript, TypeScript, SQL

Data Engineering & ETL ETL Pipelines, Data Normalisation, OLAP, OLTP, PostgreSQL, SQLAlchemy, AWS Glue

Cloud & Infrastructure AWS Services (Lambda, Secrets Manager, RDS, EC2, CloudWatch, EventBridge), Cloud Computing, Infrastructure as Code (Terraform)

Software Development & Engineering CI/CD (GitHub Actions), APIs, FastAPI, Object-Oriented Programming (OOP), Test-Driven Development - TDD (Pytest), HTTP/Web Servers, MVC Architecture, Security-focused static code analysis tools (Bandit, Safety CLI), HTML and CSS, Sourcegraph

Data Analysis & Visualisation Pandas, Mode, Tableau, Grafana, Periscope, Kibana

DevOps & Agile Methodologies DevOps, Debugging, Pair-Programming, Trello, Jira

Product & Customer Support ZenDesk, Product Support, Developer Support, Integrations Support, Customer Success

Other Tools & Technologies Figma

UNIVERSITY DEGREE & CONTINUING EDUCATION

Northcoders London, UK — Sep 2024 - Dec 2024

Data Engineering

App Academy New York, NY — Oct 2018 - Apr 2019

Software Engineering, Full Stack Web Development

University of California, Los Angeles (UCLA) Los Angeles, CA — Sep 2009 - Dec 2013

Bachelor of Science, Physiological Sciences – Upper Second-Class Honours (2:1)

PROJECTS

Northcoders Final Project - Dimensional Transformers

[Github repo](#) (Python, PostgreSQL, AWS Lambda, S3, Terraform, Pandas, PyArrow, SQLAlchemy, Lambda Layers, Tableau, GitHub Actions)

- Designed and implemented an ETL pipeline using Python and AWS Lambda to extract data from an OLTP PostgreSQL database, transform it to match the data warehouse schema, and load it into an OLAP-ready PostgreSQL data warehouse.
- Leveraged S3 for data storage (ingestion and processing buckets), used SQLAlchemy for schema management, and maintained data integrity via Parquet files.
- Automated infrastructure deployment with Terraform and established CI/CD pipelines using GitHub Actions for testing, deployment, and secret management.
- Secured the pipeline using AWS Secrets Manager for credential management and implemented monitoring with AWS CloudWatch for logging and alerting, enhancing system reliability and security.
- Ensured code quality with Pytest, Bandit, Safety CLI, and 80%+ test coverage.
- Built Tableau dashboards directly connected to the data warehouse to provide actionable business insights.
- Collaborated effectively within a team using Trello to implement Agile methodologies, ensuring the fulfilment of MVP requirements while delivering a scalable design tailored for future enhancements.

Posergram

[Github repo](#) (Ruby on Rails, PostgreSQL, AWS, AJAX, React, Redux, HTML, CSS, NPM Webpack, Heroku)

- Designed user authentication by incorporating the BCrypt hashing algorithm to securely store password digests in the database, enhancing user account and data security.
- Employed the MVC architecture and ensured a normalised state by integrating jBuilder and Rails model associations, significantly minimising AJAX requests and ActiveRecord queries.
- Integrated AWS S3 for file storage and JavaScript FileReader to manage image uploads, reducing server load and enabling scalable image handling.
- Engineered frontend and backend APIs incorporating React Router for clean URLs and RESTful backend routes using CRUD HTTP requests.

myPassport

[Github repo](#) (JavaScript, THREE.js, Node.js, NPM Webpack, GeoJSON, D3.js)

- Developed a data visualisation of the Passport Index on an interactive 3D globe.
- Integrated Delaunator for Delaunay triangulation of 2D points, enabling the creation of a tetrahedral mesh for each country and rendering a WebGL globe using THREE.js.
- Trigonometrically calculated sphere coordinates using actual world coordinates in GeoJSON data to render the world and 3D curves/flight paths on the WebGL globe.
- Leveraged a raycaster to maximise UX by increasing globe interactivity, allowing users to click on an individual country and receive feedback via country (mesh) colour change.

PROFESSIONAL EXPERIENCE

Technical Support Engineer, Clerk

London, UK — Aug 2023 - Nov 2023

- Provided solutions for clients integrating with the Clerk authentication and user management app.
- Identified repetitive support issues and documented them to enhance internal operating procedures.
- Partnered with the Developer Relations team to improve customer-facing documentation and self-help assets.
- Diagnosed and resolved technical issues, collaborating cross-functionally with Engineering and Product teams.

Technical Support Engineer - Product Support, Plaid

London, UK — Dec 2019 - Mar 2023

- Served as the first line of defence for clients integrating with Plaid, the world's leading financial data network and payments platform; identified, resolved, and effectively communicated technical issues raised by customers via Zendesk, managing a high volume of tickets while consistently meeting SLA requirements and maintaining a >99% CSAT score.
- Proactively identified issues by recognising patterns, anomalies, and correlations across large datasets (e.g., log files, API response data, transaction records) to accurately diagnose, scope, and escalate problems via Jira. Drove bug fixes both independently and collaboratively, implementing long-term solutions for internal bugs and unintended system interactions.
- Worked cross-functionally with Product and Engineering teams on complex issues and new product developments, actively gathering and sharing customer feedback to refine best practices and implement new features that improved the overall user experience.
- Continuously updated and enhanced customer-facing documentation and self-help resources to improve the developer experience.
- Applied data analysis techniques (e.g., querying databases in Periscope using SQL) and leveraged data visualisation tools (Mode, Kibana, Grafana) to extract critical insights for identifying and addressing technical issues.
- Developed deep expertise in Plaid products and technology stack, documented best practices internally, and mentored new Technical Support Engineers to ensure team-wide adoption of efficient workflows.

Project Manager, Manhattan Development

Los Angeles, CA — Feb 2016 - June 2018

- Recruited and managed a team of 15 employees, optimising workflow efficiency.
- Reduced project expenditure by 20% through budget assessment and resource allocation.
- Successfully led the interior build-out of a 20,000 sqft warehouse within four months.

Mental Health Practitioner, Cory Campbell, MD, PhD

Los Angeles, CA — Dec 2013 - Jan 2016

- Managed patient records, assisted with psychiatric treatments, and reduced patient wait times by 50%.
- Applied DSM-5 and ICD-10 codes for insurance authorisations.
- Acted as a liaison between doctors, pharmacies, and treatment centres.