

# Ruchi Patel

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## EDUCATION

**Ryerson University**, Toronto, Canada

Expected: Sept, 2022

Bachelor of Science, Mathematics and Computer Science

Cumulative GPA: 3.38

**Relevant Coursework:** Data Structures, Algorithms, Operating Systems, Graph Theory, Probability and Statistics I/II, Computer Science I/II

## PROFESSIONAL EXPERIENCE

**Microsoft Corporation**, Redmond, WA

May 2021 – Aug 2021

*Software Engineer Intern, Customer Care Applications: Dynamics 365*

- Developed an API for implementing 50+ customizations to enhance the user interface for ~50,000 OmniChannel users by manipulating the DOM and iframe
- Developed ~100 unit and automated test cases using Jasmin, Karma and playwright to increase the reliability of customizations by 30%
- Optimized API Management support for customizations to be backwards compatible with existing SDK delivery method
- Technology: JavaScript, React, TypeScript, HTML, CSS, Azure Service Fabric, Git

**Microsoft Corporation**, Redmond, WA

May 2020 – Aug 2020

*Software Engineer Intern and Program Manager Intern*

- Developed a voice and video calling feature using Machine Learning technologies to bridge OmniChannel and Microsoft Teams for increasing productivity of ~25,000 users
- Created project specs, test cases, user stories, feature documentation and product research data as a PM
- Improved data retravel and configuration retrieval process by 23% by developing an API calling application using C#
- Technology: C#, TypeScript, React, HTML, CSS, Azure Service Bus, Git

**Instacart**, Toronto, Canada

April 2019 – Aug 2019

*Software Engineer, Test*

- Designed and developed Python application to automate QA testing suite by collaborating with PM and engineers
- Technology: Python, HTML, CSS, SeleniumLibrary, RobotFrameWork, Jenkins, Git, JIRA

## PROJECTS

**Physical “Candy Crush”**

- Built a physical version of the additive mobile game “Candy Crush” by using LED Matrix and joystick
- Technology: C++, Python, Omega2 board, Arduino Uno board

**What Not To Wear**

- During Microsoft Annual Hackathon, participated in building a Microsoft Edge plug-in extension to show the sustainability score of an organization
- Contributed into the project by rendering the data from credible sources into the extension
- Technology: Node.js, Javascript, C#, HTML, CSS

## LEADERSHIP & AFFILIATIONS

**Rewriting the Code**

Sept 2019 –Present

*Fellow, High School Bridge Mentor*

**Women in Mathematics – Ryerson University**

May 2020 –Present

*VP of Events and Marketing*

## SKILLS & INTERESTS

**Language:** Java, Python, JavaScript, TypeScript, React, C#, C++, HTML, CSS, TypeScript

**Interests:** Program/Project Management, Software Development,