

SHAYAN MEMARI

SOFTWARE ENGINEER

A tech-savvy individual and aspiring entrepreneur with a technical aptitude to succeed in a wide variety of environments. A natural leader and motivator with the ability to bring out the best in people. A team-work focused person who thrives in circles that are passionate about the work they do and encourage continuous learning.

Job Experience:

07-2019 - Current - Senior Support Engineer (Kasada)

- ✓ Helped to build and document the customer support processes: Ticket Triaging guide, Escalation processes, Incident Response Playbook, Knowledge-centered service, Feature request management.
- ✓ Worked closely with engineering teams, pre-sales team and security engineering team to protect the origin servers of enterprise accounts and their critical web applications and mobile apps from malicious automated attacks such as DDoS, Account Takeover and Web scraping attacks.
- ✓ Created technical interview challenges for the role and hosted technical interviews. Hired multiple successful engineers to help the team and contributed to the culture and values of the team/company.
- ✓ Provided immersive Technical Support services to our Premium customers using Slack and Service Desk to keep them engaged and satisfied.
- ✓ Dived multiple project initiatives including: improving product documentation and knowledge base articles, creating an onboarding plan with a 3 months new hire assessment, building internal tooling for the Support team to automate manual tasks and creating scalable processes both internally and externally.

Technologies used: Javascript, Typescript, Splunk, Puppeteer automation, CDNs (Akamai, CloudFront, Cloudflare), Reverse Proxies (Nginx, HAProxy), Docker, SSL/TLS Certificate management, JIRA Service Desk Management, GMail API, Confluence and Jira API.

03-2018 - 07-2019 - Developer Support Engineer (Auth0)

- ✓ Helped in architecting and troubleshooting the customer B2C and B2B applications identity management with standard protocols and specifications such as OAuth2, OpenID, JWT, LDAP, SAML and WS-Federation.
- ✓ Provided professional and immersive support services for all Auth0 SDKs and APIs over email, video calls and phone calls.
- ✓ Triaged customer support tickets, maintaining and exceeding the target SLAs and Customer Satisfaction Scores (CSAT).

Personal Info

Residency:

Australian Citizen

My Site:

www.shayanmemari.pro

GitHub:

<https://github.com/ShayMe21>

Professional Skills

Day to Day Comfort:

Web Development, Git, Javascript, PHP, Typescript, SQL, AWS, Bash scripting, CDNs, Agile Scrum, WordPress, technical, technical interviews, scaling technical support teams, debugging web/mobile applications, incident response, Regex, Identity protocols: OAuth2, OpenID, SAML.

Have experience with:

Angular, React, Splunk, Kibana, Cron, CICD.

- ✓ Investigated complex user authorisation flows with customer applications that leveraged the Auth0 Rules and Hooks (using NodeJS code).
- ✓ Worked remotely in a fast-paced startup in a global support team providing 24/7 support and follow-the-sun support model with other regions.
- ✓ Built and maintained an internal knowledge base system following common questions and complex technical edge-cases that helped the wider support team provide more efficient support services.
- ✓ Contributed to the community-maintained GitHub repositories by replying to community users' issues and product feedback and solving them, as well as keeping our public facing documentation site up-to-date and accurate.

Technologies Used: NodeJS, MongoDB, Angular, React, PHP, RESTful APIs, HTTP troubleshooting with HAR files, Kibana, Security OWASP concepts in practice.

10-2016 - 03-2018 - Full Stack Developer & PIM Consultant (Tata Consultancy Services)

- ✓ Integrated LDAP authentication into a PHP web application including the code, testing, server and certificate setup. Documented the solutions architect and low-level design documents.
- ✓ Helped in creation/maintenance of the shell scripts to automate syncing of data between multiple UNIX servers using Cron Scheduler and bash scripting.
- ✓ Developed an automated as well as ad-hoc auditing and monitoring system to be able to get a report of passed and failed cases in an Administrator dashboard.
- ✓ Used Model-View-Controller (MVC) and PSR-2 standards to create readable and maintainable code.
- ✓ Appropriately used design patterns such as Singleton, Abstract Factory, Repository and Strategy where necessary.
- ✓ Test driven development with automated PHPUnit functional test cases.
- ✓ Assisted in planning and design of Privileged Identity Management (PIM) for a major billing revenue and CRM using CyberArk.
- ✓ Worked as a technical lead for a ReactJS web application. Responsibilities included sprint planning, pair programming, code reviews and general technical advice to junior developers.

Technologies Used: PHP 5.4 with Symfony, Doctrine ORM, Oracle Database, RedHat Linux, JavaScript, Java, Cron jobs, Regex, React, AWS, Jenkins, CyberArk, Active Directory/LDAP.

07-2015 - 10-2016 - Technical Lab Assistant (Western Sydney University)

- ✓ Inspected and monitored the five computing labs for hardware and software issues.
- ✓ Fixed faulty computer parts or replaced with new units.
- ✓ Resolved student access issues to the department's intranet site and department Wi-Fi.
- ✓ Monitored and prepared the access grid room prior to conference meetings.

More Info: <http://www.scem.uws.edu.au>

07-2013 - 10-2016 - Freelance Web Developer

- ✓ Design, development and deployment of multiple WordPress websites with custom themes for different clients.

- ✓ Frequent bug fixing and design adjustment as per customer needs.
- ✓ Used Angular to build high performance single-page applications deployed and hosted on Amazon Web Services.
- ✓ Learned about dealing with difficult customers on a budget.

More Info www.shayanmemari.pro

Certifications/Courses Completed:

- ✓ AWS Solutions Architect Associate 2021
- ✓ Agile Delivery Process (Scrum) - 2017
- ✓ Cross-Culture Sensitization - 2017
- ✓ PHP & HTML-CSS Foundation - 2017
- ✓ Software Estimation Techniques - 2017

Education:

BS in Computer Science with Distinction - Western Sydney University (2014-2016)

Claiming Dean's Merit award in 2014 and 2015 (Top 10%)

Skills acquired:

- ✓ Data Structures and Algorithms
- ✓ Systems Programming (C Programming)
- ✓ iOS Development (Objective-C)
- ✓ Android Development (Java)
- ✓ Web Applications Development with PHP
- ✓ Information Security
- ✓ Network Security
- ✓ Computer Security (OWASP)

Extra-Curricular Activities:

Vice-President of DevSociety (Developer Society) at Western Sydney University - 2015-2016

- ✓ Planned activities to promote school of computing, engineering and mathematics (SCEM) courses for first year students.
- ✓ Engaged with students planning to study CS and ICT regarding possible career opportunities in the field, encouraging them to join the robotics club as well as to try the ultimate VR experience funded by the University.
- ✓ Functioned as buddy for a couple of first year students to familiarise them with the University campus and the SCEM courses.

Go4IT Mentoring at TCS - 2017

- ✓ Helped in two of the Go4IT programs held at TCS headquarters to help promote computer science and programming jobs industry within the high school girls in years 10-12. We did this by mentoring them in solving problems while having fun and creating real-world applications using Code Academy.

Volunteered at Future Leaders Forum 2016 at Shangri-La Sydney

- ✓ Volunteered to help facilitate the smooth running of the event.
- ✓ Helped with the planning of the group discussions about the future of the IT industry, Blockchain technology and Artificial Intelligence's role in the future of businesses globally.

References:

Provided on request.

< End of Document />
