

twinkle mehta

systems design engineering '22, university of waterloo

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skills

product

Data Analysis, User Interviews and User Testing, Competitive Research, Agile, Jira

languages

Python, Ruby, C++, Go, Lua, Java, Javascript, SQL, MS Kusto Query Language

tools & services

Git, Docker, Rails, Kubernetes, React, Azure, AWS, Google Compute Platform

experiences

Shopify | Remote

4 months

Production Engineering Intern

Sept '20 - Dec '20

- Improved infrastructure observability by creating a Slack command using **Ruby**, **Datadog API** and **Kubernetes CLI** to retrieve metrics and generate a flamegraph of **NGINX** worker processes for clusters across Shopify's global networking infrastructure
- Implemented network request retry handling for Shopify's NGINX routing modules in **Lua**, with logic to find a non-failing upstream peer using the **Round-Robin Algorithm**; reducing network request failures due to upstream peers by over 70%

Microsoft | Seattle, WA

8 months

Program Management Intern

Jan '20 - Apr '20

- Analyzed the Azure Linux Virtual Machine customer acquisition pipeline through **data analysis**, **customer interviews** and short term **growth experiments** to identify improvements in VM deployment, performance and overall platform usability
- Estimated significant losses in Azure Consumed Revenue (ACR) due to leaks in pipeline retention by **collaborating with engineers** to design, execute and observe results from an experiment for 800+ users testing one-click VM deployment

Software Engineering Intern

May '19 - Aug '19

- Led the research, design and development of a diagnostics tool for Microsoft Power Platform (CRM Software); Built Kusto database APIs, developed frontend functionalities using **React** and **Typescript**, and composed detailed technical specifications
- Decreased platform support ticket volume by 25% and increased NPS by 7pts by building a stacktrace view for error diagnostics

Flipp | Toronto, ON

4 months

Software Engineering Intern

Sept '18 - Dec '18

- Engineered efficient algorithms, optimized scripts and developed parsers and web scrapers using **Ruby on Rails** to ingest and update over 3 million items from large Canadian and American retail clients on Flipp's mobile and desktop application

RBC Innovation | Toronto, ON

4 months

Software Developer Intern

Jan '18 - Apr '18

- Increased overall site traffic by 25% by developing **Python** scripts to automate content updates on RBC FutureMaker's website
- Conducted current state analysis on women within Technology & Operations sector to improve diversity and inclusion strategies

community

Tech+ UW, Co-Director [link](#)

Sept '20 - Present

Leading UW's largest student mentorship program with 300+ members; Providing resources to cultivate a diverse tech community

SEDS-Canada, Events Chair [link](#)

May '20 - Present

Leading national events to promote space technologies as part of Students for the Exploration and Development of Space Canada

University of Waterloo Women in STEM, President [link](#)

May '18 - Sept '20

Empowering, educating and connecting over 1000+ active women across UW and offering professional development opportunities

achievements

2020 **Winner** Hack The Month:
Health and Technology

2018 **Winner** \$5,000 CryptoChicks
Blockchain Hackathon Award

2017 **Recipient** \$70,000 Scholarship
for Community Leadership, TD

projects

TransVision: Led user research, design and prototype creation for software to automate medical data entry and calibration. [Website](#)

Blockbox Insights: Led all aspects of product development for blockchain based e-commerce insights tool. [Whitepaper](#) [Demo](#)

Chat Server: Leveraged concurrency constructs in Go to develop a chat server and client; Deployed server to a VM on GCP. [Repo](#)