


ALI VIRA

SYSTEMS DESIGN ENGINEERING

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 [alivira](https://github.com/alivira)

Experience

Program Manager

Microsoft Azure, Availability Redmond, WA

Identified top worldwide VM downtime drivers and led cross-team efforts across hardware and software stacks to **improve Azure-wide unplanned reboot rate by 72%**

Managed and resolved **multi-million dollar customer escalations** including global VM availability and performance crises

Leveraged machine learning to identify and resolve emerging and ongoing availability issues **improving detection time by 70%**

Program Manager

Microsoft Azure, Deployment Redmond, WA

Designed product specifications, mockups, and implemented Azure deployment metric pipelines **used internally by over 200 services**

Worked cross-team to design, code, and implement automated deployment extensions for Visual Studio, Azure Portal, and Jenkins

Extended deployment infrastructure to work with Azure Web Apps and Virtual Machine Scale Sets

Co-founded a **30-member intern team** to overhaul Microsoft sustainability initiatives

Product Manager

Complete Solar San Mateo, CA

Planned and designed installation tracker system **increasing online user adoption by 80%**

Created and managed end-to-end automated customer engagement program resulting in a **25% click-through rate**

Coded solar installation locator page and email campaign **boosting site traffic by 40%**

Product Developer

NexJ Systems Toronto, Canada

Researched, designed UI/UX, and generated product specifications for an e-prescribing feature projected to **increase revenue by \$2,000,000**

Conducted market analysis leading to partnerships, strategies, and new features

Audited existing processes, implementing changes to **save 2,400 hours yearly**

Skills

Product management, business analysis, machine learning, optimization, UI/UX design

Languages: **C++, Java, SQL, MATLAB**
Web: **HTML, CSS, JavaScript, jQuery**
Graphics: **InDesign, Photoshop, Illustrator**

BASc in Systems Design Engineering with Distinction, University of Waterloo 2017

Projects

Hack The North: Fruit Salad

Distributed cloud computing platform that exchanges computing power for internet access

GLHF Magazine

Founded and managed the largest eSports magazine in the world with over 1,000,000 reads

Contour

A service that uses image recognition to capture a user's body measurements for online shopping

KeyPosture

A product that monitors and optimizes a pianist's form in real-time to reduce injury

Activities

Intern Social Leader

Microsoft 4/2018 - 9/2018

Academic Representative

Class of 2017 1/2014 - 4/2017

Business Lead

Microsatellite Team 1/2014 - 8/2015

Theatrics Director

Waterloo Orientation 8/2014 - 12/2014

Accomplishments

2nd place Canadian Eng. Debates (2017)

1st place Ontario Eng. Debates (2017)

Microsoft Intern Ambassador (2016, 2017)

1st place Waterloo Eng. Debates (2015, 2016)

Engineering Exchange at NTU Singapore (2016)

Top 10% of Class (2014)

NexJ Co-op of the Year (2013, 2014)

Sanford Fleming Jr. Design Award (2013, 2014)