ALI VIRA
SYSTEMS DESIGN ENGINEERING

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Experience

Program Manager
Microsoft Azure, Availability   Redmond, WA

Identified top worldwide VM downtime drivers and led cross-org 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 diagnose emerging and ongoing issues improving detection and resolution time by 70%

Lead org-wide Work-Life Balance and Culture workstreams to improve inclusion, producitivity, and morale

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

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 Director
Microsoft   4/2018 - 9/2019

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)