

# ALI VIRA

## SYSTEMS DESIGN ENGINEERING

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### Experience

**Program Manager II** 2017 - Present  
Microsoft Azure, Availability Redmond, WA

- Led cross-Microsoft efforts (50+ engineers) across hardware and software stacks to **improve Azure-wide VM availability by 72%**
- Developed global correlation engine to diagnose customer impacting events and **decrease fleetwide regressions by 36%**
- Built automated machine-learning pipelines to identify, diagnose customer issues **improving detection, resolution time by 70%**
- Implemented Azure-wide pre-production A/B testing pipeline to **improve fleetwide performance and availability by 50%**
- Created program to quantify, instrument, and correlate events, **decreasing churn, improving platform unknowns by 78%**
- Managed and resolved **\$10-50 million dollar customer escalations** including global VM availability and performance crises (Sev. 0s)
- Led org-wide Work-Life Balance and Culture workstreams to **improve inclusion, productivity, and morale**

**Program Manager** 2015 - 2016  
Microsoft Azure, Deployment Redmond, WA

- Designed product specs, mockups, and implemented Azure deployment metric pipelines **used internally by over 200 services**
- Worked cross-team to design, code, and implement continuous integration extensions for Visual Studio, Azure Portal, and Jenkins
- Co-founded a **30-member intern team** to overhaul Microsoft sustainability initiatives

**Product Manager** Winter 2016  
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** 2013 - 2014  
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**
- Audited existing processes, implementing changes to **save 2,400 hours yearly**

### Skills

Product management, analytics, machine learning, optimization, UI/UX design

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

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

Mechanical and Aerospace Engineering Exchange Term, NTU Singapore 2016

### 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 and browser extension that captures 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

### Leadership

Microsoft Intern Leader, Director (2018, 2019)

- Planned/managed summer for **2500 interns and 300 full-time volunteers**

Academic Representative (2014 - 2017)

- Elected faculty liaison, planned **events for 250+ students** across department

Microsatellite Business Lead (2014 - 2015)

- Led sponsorships, created/managed online presence, **raised \$25K+ for launch**

Orientation Leader, Director (2013, 2014)

- Managed orientation **for 1000+ first years**

### Accomplishments

2nd place National Eng. Debates (2017)

1st place Ontario Eng. Debates (2017)

Microsoft Intern Ambassador (2016, 2017)

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

Top 10% of Class (2014)

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

Sanford Fleming Jr. Design Award (2013, 2014)