

# ALI VIRA

## SYSTEMS DESIGN ENGINEERING

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## Experience

Program Manager 2017 - Present  
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%](#)

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 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 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](#)

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

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 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

2<sup>nd</sup> place National Eng. Debates (2017)

1<sup>st</sup> place Ontario Eng. Debates (2017)

Microsoft Intern Ambassador (2016, 2017)

1<sup>st</sup> 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)