ALI VIRA

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Experience

Program Manager II
Microsoft Azure, Availability — 2017 - Present, 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
Microsoft Azure, Deployment — 2015 - 2016, Redmond, WA

Designed product specs, mockups, and implemented Azure deployment metric pipelines used 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
Complete Solar — Winter 2016, 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 — 2013 - 2014, 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 & Education

Product, Design, Analytics, ML, Optimization, UI/UX

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

MSFT Intern Leader, Director *(2018, 2019)*
Planned & managed summer for 2500 interns and 150 full-time volunteers

Academic Representative *(2014 - 2017)*
Elected faculty liason, 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)*