

ISHIKA SONI

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SKILLS

PROGRAMMING LANGUAGES: Java, Python, C++, C#, HTML/CSS, TypeScript, Jest

SOFTWARE: Git, Flask, Figma, Unity, Aseprite, Blender, Pygame, MS Office

PLATFORMS: Docker, Amazon Web Services, Azure, Azure DevOps, Azure Functions, Azure Cosmos DB

TECHNICAL EXPERIENCE

Microsoft, Software Engineering Intern, Redmond, WA

May 2023 - Aug. 2023

- Collaborated with Support Experience Group to enhance DfM's email functionality, pivotal for communication (80-85% of interactions), addressing more than 3 million emails monthly. (DfM is the company's largest app utilizing Dynamics 365. It is a ticket management system that provides support for Microsoft's commercial customers and 60,000+ engineers.)
- Diagnosed live site logs, addressing root causes of email-sending failures (majority stemming from 2 core issues) by refining email address formatting and access validation.
- Resolved formatting errors on server side using C#, achieving a 50% reduction, and rectified email access issues on client side using TypeScript, boosting user experience by 20%, and overall boosting SLA compliance and user experience by 70-75%.
- Cultivated engineering mindset through code readability, debugging, and time management. Conducted unit tests using Jest.
- Contributed to a fully remote, cross-time zone team; documented processes for seamless knowledge transfer.
- Systematized holistic solutions by redefining problem statements, aligning business, product, user experience, and engineering perspectives.

Microsoft, Software Engineering Intern, Redmond, WA

May 2022 - Aug. 2022

- Corresponded with Core Marketing team to develop a chatbot using BEAM (Bot (and AI) Enabled Augmented Marketing) machine learning service. (BEAM focuses on using conversational intent detection to determine the likelihood that a customer is ready to purchase our products or services.)
- Engineered an Azure function app using C# for seamless message processing via service bus, ensuring smooth BEAM interaction and achieving efficient intent/context retrieval. Mapped BEAM responses to reply categories for enhanced user experience.
- Investigated response times and accuracies of BEAM, optimizing chat interactions for superior performance. Validated accuracy through precise metrics measurement.
- Deployed integrated solution to Azure, seamlessly linking chatbot UI with BEAM for intent/context extraction, resulting in effective user redirection.
- Provided to a real-time experimental project, collaborating with two interns, showcasing adaptability and teamwork in cross-functional settings.

Major League Hacking, Site Reliability Engineering Fellow, Remote

June 2021 - Aug. 2021

- Assembled and managed a Python-based blog web app (Flask, PostgreSQL) deployed on AWS EC2, coordinated through Nginx reverse proxy, organized Dockerized deployment with Docker Compose, and established CI/CD via GitHub Actions.
- Collaborated cross-functionally with a large team of fellows, site reliability, and software engineers to address tasks and solutions.

EDUCATION

City University of New York, Hunter College

Aug. 2021 - May 2024

Bachelor of Arts in Computer Science

Relevant Courses - Applied Linear Algebra, Applied Statistics, Software Analysis and Design, Discrete Mathematics, Computer Theory & Architecture, Operating Systems, Data Base Management, Symbolic Logic

PERSONAL PROJECTS

Blossom

Feb. 2021

- Implemented augmented reality using echoAR to showcase food in 3D, driving customer engagement for local businesses.
- Enhanced user experience by adding HTML/CSS elements for exploring small businesses on internal web pages, alongside integrating BestTime API for peak hours insights.

Brute Force Path Tracer

Apr. 2023

- Created a sophisticated ray tracer in C++ capable of generating intricate images featuring diverse randomized spheres with varying colors and textures.
- Employed advanced techniques such as antialiasing, gamma correction, and dielectrics to enhance image realism and quality.

AWARDS

Dean's List, Hunter College

May 2024

Achieved a GPA of 3.8 during the Spring 2024 semester.