

[jyotipkgrewal@gmail.com](mailto:jyotipkgrewal@gmail.com)

[jpkgrewa@uwaterloo.ca](mailto:jpkgrewa@uwaterloo.ca)

[www.linkedin.com/in/jyoti-grewal](https://www.linkedin.com/in/jyoti-grewal)

[jyoti-grewal.github.io](https://jyoti-grewal.github.io)

## COMPUTER SCIENCE

[View Summary Resume](#)

### SKILLS

*Programming Languages:* C, C++, Go, SQL, Bash, Java, VBA, HTML, CSS, R

*Operating Systems:* Windows, Mac OS, Linux

*Project Management:* Git, Jira, Slack, Phabricator

*Tools:* Redis, Android Studio, Unity, Adobe Photoshop & Dreamweaver, Grafana

*Languages:* English, French, Punjabi

## EDUCATION

**Candidate for Bachelor of Computer Science with French Minor (Co-op), 2022**

UNIVERSITY OF WATERLOO — Waterloo, Ontario

*Expected April 2022*

### *Relevant Courses:*

- |  |  |
|--|--|
| ~ Operating Systems                                | ~ Algorithms                               |
| ~ Foundations of Sequential Programs               | ~ Designing Functional Programs            |
| ~ Data Structures and Data Management              | ~ Introduction to Combinatorics            |
| ~ Computer Organization and Design                 | ~ Algebra for Honours Mathematics          |
| ~ Object-Oriented Software Development             | ~ Calculus 1 & 2 for Honours Mathematics   |
| ~ Logic and Computation                            | ~ Linear Algebra 1 for Honours Mathematics |
| ~ Elementary Algorithm Design and Data Abstraction | ~ Probability                              |
|  | ~ Statistics                               |

## WORK EXPERIENCE

UBER, San Francisco, California  
Business Intelligence Team

### Software Engineering Intern

Jan – Apr 2020

*In my latest position, I was on the Business Intelligence team at Uber, which creates and manages software solutions to analyze business data. I worked on an important internal service used by many departments which runs queries on Uber's data. My project was designing and implementing a new queueing algorithm for queries to solve current issues in the existing system which include lack of a prioritization scheme and inefficient use of resources. I worked autonomously to determine new requirements, design two algorithm options, arrange design review meetings to select an option, create an implementation schedule and finally implement the new algorithm to production. It was a unique experience that allowed me to develop deeper technical knowledge with active exposure to project management in an industry application.*

- Collaborated with key stakeholders to determine requirements for new system
- Developed two options for a new queuing algorithm, a **round robin** and **multilevel** queueing system
- Scheduled and led multiple **design meetings** to discuss and select algorithm
- Developed implementation schedule with milestones to monitor progress, tracked in **Jira**
- Coded round robin queueing system in **Go** with prioritization scheme, datasource resource management and scalable features
- New system achieves fairness in queuing with use cases including VIP users and rogue users
- Tracked action items against relevant developers for project dependent tasks
- **Tested** code locally, in staging, and in production to ensure new changes were successfully working
- Wrote **Bash** scripts to perform **load testing** on new system
- Created metrics and new graphs in **Grafana** to monitor queue sizes, health, and operations
- Conducted phased implementation to roll out new changes to **production**
- Presented and documented new service to show changes and future steps for project
- Received excellent co-op evaluation

#### *Additional Contributions:*

- Created cancel bulk endpoint with username, email and datasource filters to cancel running queries in bulk
- Updated frontend Grafana dashboard for staging environment

UBER, San Francisco, California  
Customer Obsession Team

**Software Engineering Intern**

May – Aug 2019

*During this position, I worked on the Customer Obsession team at Uber, which focuses on the support section of the app. I worked on a major production issue that the team was facing. I took on a backend engineering role and learned a new programming language, Golang. I also participated in weekly meetings with senior software engineers and other stakeholders to discuss my solution to the problem. By the end of the internship I was able to deploy my code to production successfully and even support a new production project for the last two weeks.*

- Programmed in **Go** to implement new data structures and methods to existing code repository
- Participated in biweekly stand-up meetings with engineering managers to discuss solution
- Collaborated with diverse team to design efficient solution while maintaining best practices
- Conducted extensive **testing** for code to maintain overall coverage of 90%+
- Leveraged Uber internal tools to create **frontend** dashboard for team to view
- Scheduled meetings with relevant internal stakeholders to present project progress
- Presented detailed solution in **code review meetings**
- Deployed code to **production** and rolled out newly implemented features
- Managed weekly tasks using **Jira** and updated project development on storyboard

*Notable Projects:*

- Implemented blackhole detection dashboard to display incoming and outgoing rates of help tickets, and highlight tickets that are not being routed to corresponding customer service representatives
- Implemented distributed locking system to solve problem of dry queues, in which tickets are not being properly routed to customer service agents
- Implemented debug endpoint to show status of router when production issues occur

ADECCO EMPLOYMENT SERVICES, Mississauga, Ontario  
Recruitment Team

**Recruitment Administrator**

Jun – Aug 2017

*In my first job, I began as an administrative assistant and got promoted to a recruitment administrator in less than 3 months. My duties began with filing and organizing resumes. In just a few weeks I was tasked with covering the reception desk, booking appointments, and pre-screening candidates over the phone. I also began shadowing recruiters and interviewing candidates.*

- Implemented new filing system for organizing resumes by skill set
- Held position of receptionist to answer calls, schedule meetings, speak with walk-in candidates
- Pre-screened over 500 candidates on the phone
- Read through over 1000 resumes and matched suitable candidates to open job positions
- Participated in department meetings to fill job openings from clients

## PROJECT PORTFOLIO

### Twitter Sentiment Analysis Website

July 2019

- Worked in group of 3 during 24-hour Yuuvis hackathon in San Francisco
- Created website using **HTML & CSS** to monitor tweets about companies
- Implemented search bar and graphs of statistics for companies to view
- Utilized **Twitter API** and **sentiment analysis** to determine if tweets are positive or negative

### Chess Game

Apr 2019

- Designed and implemented chess in a group of 3 using **C++**
- Implemented observer pattern to organize code and follow software design principles
- Programmed extra features including human vs computer game
- Monitors illegal moves and captures pieces based on standard rules of chess

### Virtual Reality App

Sep 2018

- Led a team of 3 during 36 hour Hack the North hackathon
- Created **virtual reality app** with calming environments for students to reduce anxiety
- Utilized **Unity** to design virtual environment and **Android Studio** to design app interface
- Tested sections of code before integrating with **Git**

### Personal Website

Aug 2017

- Created a personal website and hosted it on **GitHub** using **HTML & CSS** to organize and showcase experiences
- Utilized a bootstrap design to create an easy to follow, intuitive interface

### Home Appliances Database

Sep 2015 – Mar 2016

- Designed relational **database** of home appliances in Microsoft Access
- Created for parents to maintain records of appliances including warranty, model, serial number, price, and date of purchase
- Programmed macros in **SQL** for data entry forms and designed user interface features including buttons & main menu

### Matching Memory Game

Feb – Apr 2015

- Designed game using **Java** as a brain exercise for memory loss
- Integrated and tested game on end users including friends and family
- Created main menu, difficulty selection, multiple levels & score tracking with aesthetic user-friendly design

## **AWARDS & SCHOLARSHIPS**

UNIVERSITY OF WATERLOO, Waterloo, Ontario

### **President's Scholarship**

Aug 2017

- Received entrance scholarship for 90%+ admission average from high school

ROYAL CANADIAN AIR CADETS, Caledon, Ontario

### **Air Cadets Long Service Medal**

Oct 2016

- Received for six years of active involvement in the Air Cadets organization as a Warrant Officer Second Class, instructor & flight commander

## **EXTRA-CURRICULARS**

AIR CADETS, Caledon, Ontario

### **Warrant Officer Second Class**

Sep 2010 – Jun 2017

- Commanded 120 cadets in drill ceremonies & community events
- Instructed classes of 30 cadets on aviation, communication & leadership
- Awarded Long Service Medal in 2016 for 5+ years of service