

# Manef Zahra

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## EXPERIENCE

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### Shopify

*Senior Developer, Payments Platform*

Jan 2022 – Present

Montreal, Canada

- **Led a cross-functional project** to deliver the 3DS initiative end-to-end, **reducing chargeback rates** and improving payment security and compliance.
- **Designed** resilient buyer-facing checkout flows that handled slow payment providers, **improving merchant conversion rates**.
- **Led development of credit card support**, enabling hundreds of payment providers worldwide to process card payments on Shopify.
- Expanded the Payments Partner Platform with **vaulting and verification capabilities**, enabling merchants to **increase their GMV through higher conversion and recurring payments at scale**.
- **Led migration** from legacy payment integrations to the modern Payments Platform, **transferring 600,000+ transactions annually**.
- Built and maintained internal developer tooling used by 30+ payments engineers, improving development speed and experience.
- **Owned** a company-wide certificate management system, **reducing operational overhead, incidents, and security risk**.
- **Mentored** engineers across seniority levels, **accelerating ramp-up on the Payments Platform**.
- **Led migration** of payment partners to the new developer dashboard, delivering a unified and improved developer experience.
- Built dashboards for the payments integration ecosystem, providing clear visibility into provider health and performance.

### Bell Canada

May 2021 – Aug 2021

*Full-Stack Developer*

Quebec, Canada

- Built internal tooling to accelerate CI pipeline management, improving developer productivity for dozens of engineers.

### Dialog Insight

May 2020 – Aug 2020

*Full-Stack Developer*

Quebec, Canada

- Integrated Pipedrive within the CRM platform, improving lead tracking workflows and increasing lead conversion efficiency.

## EDUCATION

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### Laval University

*B.E. Software Engineering*

Quebec, Canada

- GPA: 3.76 / 4.0

## SKILLS

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**Technology:** Ruby on Rails, React, Node.js, SQL

**Payments & Security:** Payments, 3DS, Vaulting, PCI (Payment Card Industry)

## AWARDS

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\$3,000 Academic Excellence Scholarship

## ACTIVITIES & CONFERENCES

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CUSEC 2019 — Canadian Software Engineering Conference