

# Meghna Mehta

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## EDUCATION

### Barnard College, Columbia University

B.A. Computer Science (Urban Science Track), Psychology Minor

New York, NY

Expected May 2021

- GPA: 3.8/4.0
- Relevant Coursework: UI Design, Project Management, Databases, Data Structures, GIS, Personality Psychology
- Product Skills: User Research, Product Requirements, Wireframing, Agile, Jira, SQL, Splunk, UAT, A/B Testing
- Programming Skills: Java, Python, C, C++, Javascript, Node.js, HTML, CSS, Git, Docker, Bootstrap, QA Testing
- Affiliations: Alpha Kappa Psi (VP Communications), 180 Degrees Consulting (Team Lead), Girls Who Code (TA)

## INDUSTRY EXPERIENCE

### Marcus by Goldman Sachs

Product Manager Intern, Apple Card

New York, NY

Summer 2020

- Gathered requirements, wrote user stories and coordinated nine stakeholder teams to ship a customer service feature
- Created cost savings of approx. \$20K, prioritized infrastructure projects and conducted user acceptance testing
- Analyzed the impact of new customer communications and groomed data ingestion and email deliverability epics
- Researched and presented a new business line and customer engagement opportunities to senior management

### Salesforce

Product Manager / Software Engineering Intern, Social Studio

New York, NY

Summer 2019

- Gathered product requirements and collaborated with engineers and designers to ship a Dropbox integration feature
- Conducted competitor analysis and market research, prioritized customers' feature requests, and onboarded clients
- Represented the firm in discussions with vendors and communicated feature work to stakeholders in UX meetings
- Built a feature that resizes uploaded images if they do not meet a social media platform's aspect ratio requirements

### Salesforce

Software Engineering Intern, Omni-Channel

San Francisco, CA

Summer 2018

- Analyzed 280+ automation tests and prioritized functional test improvements on the quality assurance roadmap
- Constructed key performance indicators for Omni-Channel and identified cost-saving opportunities for the product
- Built an engagement dashboard that enables Service Cloud PMs to make data-driven product prioritization decisions
- Implemented a feature that allows customer service agents to escalate cases to their supervisors in Omni-Channel

## ACADEMIC EXPERIENCE

### Columbia University Computer Science Department

Teaching Assistant

New York, NY

Fall 2018 – Present

- Supported Professor Paul Blaer's Data Structures (3134) and Introduction to Computer Science (1004) courses
- Hosted office hours and recitations, graded assignments and exams and responded to students' questions on Piazza

### Barnard-Columbia Design for America

Senior Advisor / Team Lead (Prev. External Relations Lead, Consultant)

New York, NY

Spring 2018 – Present

- Led four cycles of club recruitment, marketed an urban innovation hackathon and organized corporate workshops
- Built an immersive exhibit on police brutality, usability tested a nonprofit's app, and facilitated community visioning

### Columbia University Public Interest Technology Lab

User Experience Researcher

New York, NY

Summer 2020

- Conducted social infrastructure research in Professors Lydia Chilton, Mark Hansen and Laura Kurgan's laboratory
- Designed an app for Kentucky librarians to manage their social services network and provide resources to patrons

### Barnard College Design Center

Makerspace Assistant

New York, NY

Spring 2020

- Hosted power tools and electronics trainings, conducted weekly new member orientations and serviced machines
- Provided individualized project support, designed marketing materials and created tutorials for remote students