# Meghna Mehta

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## EDUCATION

**Barnard College, Columbia University**                                                                      New York, NY
*B.A. Computer Science (Urban Science Track), Psychology Minor*                              Expected May 2021
- <u>GPA</u>: 3.8/4.0
- <u>Relevant Coursework</u>: UI Design, Project Management, Databases, Data Structures, GIS, Personality Psychology
- <u>Product Skills</u>: User Research, Product Requirements, Wireframing, Agile, Jira, SQL, Splunk, UAT, A/B Testing
- <u>Programming Skills</u>: Java, Python, C, C++, Javascript, Node.js, HTML, CSS, Git, Docker, Bootstrap, QA Testing
- <u>Affiliations</u>: Alpha Kappa Psi (VP Communications), 180 Degrees Consulting (Team Lead), Girls Who Code (TA)

## INDUSTRY EXPERIENCE

**Marcus by Goldman Sachs**                                                                                      New York, NY
*Product Manager Intern, Apple Card*                                                                           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**                                                                                                                   New York, NY
*Product Manager / Software Engineering Intern, Social Studio*                                            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**                                                                                                                 San Francisco, CA
*Software Engineering Intern, Omni-Channel*                                                                  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**                                                  New York, NY
*Teaching Assistant*                                                                                                    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**                                                                       New York, NY
*Senior Advisor / Team Lead (Prev. External Relations Lead, Consultant)*                       Spring 2018 – Present
- Led four cycles of club recruitment, marketed urban innovation hackathons, 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**                                                New York, NY
*User Experience Researcher*                                                                                          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**                                                                                   New York, NY
*Makerspace Assistant*                                                                                                   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