

Michelle Muliana

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WORK EXPERIENCE

Full Stack Software Engineer

May 2024 – Present

Toronto Dominion (TD) Bank

- Engineered web applications with microservices using React, TypeScript, Node.js, AngularJS, Java Spring Boot, and MS SQL to ingest and aggregate 1M+ data points from distributed systems.
- Designed and developed a replacement of a 15-year-old native CRM web application supporting 1,000 users, achieving 50% faster initial load and 80% better user rating.
- Delivered customer-driven dashboards by architecting back-end REST APIs, enabling activity tracking, and decision-critical insights, now core to daily retail banking employee operations.
- Built 25+ front-end interfaces from UX/UI designs and wireframes to be responsive, accessible and performant across all types of devices impacting 6 million customers across the wealth and insurance businesses.
- Defined and enforced code quality standards using WCAG standards, Prettier, ESLint, Jest, JUnit, GitHub CI/CD pipelines, and SonarQube, leading to a 50% drop in post-deployment bugs across major features.
- Implemented SSO authentication using AD groups for 5,000 users across 3 internal applications.
- Onboarded 3 hires, reducing ramp-up time from 4 weeks to 1.5 weeks through improved documentation.

Software Engineer Intern

Sep 2023 – Dec 2023

Toronto Dominion (TD) Bank

- Designed a fraud management system using Python, Pandas, Tkinter and MS SQL to process 250,000+ client records, decreasing average Mean Time to Resolution (MTTR) by 25%.
- Optimized database query performance by 50% through strategic indexing and rewriting complex JOINS, reducing end-to-end latency for a centralized logging system.
- Developed and deployed custom Python-based automation suite to monitor 20+ network-connected devices, increasing system reliability and reducing manual audit time by 5 hours/week.

RPA Developer Intern

Sep 2022 – Dec 2022

Definity Financial

- Reduced company costs by \$150,000 by creating a bot to migrate 9 years' worth of confidential customer claim files using UiPath, C#, and Visual Basic.
- Designed data migration strategies from a legacy platform to Oracle Database and ensured 99.9% data integrity rate during transition phases.
- Developed a bot to autonomously filter large Excel datasets daily, saving 14 hours per week.

Co-Founder & Front-End Developer

May 2021 – Aug 2021

Royal Bank of Canada (RBC) Epic Founders Program

- Engineered an Android and iOS full stack app helping 19,000+ students find events and classes using Dart and Flutter.
- Developed an interactive map combining Google Maps API with Flutter widgets, enabling users to manage location-based events in a calendar system using CRUD operations.
- Authenticated users using Firebase, implementing role-based permissions.

IT Project Coordinator Intern

Jan 2022 – Apr 2022

Blackberry Limited

- Reviewed technical requirements with Product Owners and aligned project team expectations.
- Transitioned software and marketing teams from Waterfall to Agile (Scrum and Kanban).
- Led cross-functional teams of 10 developers, programmers, analysts, and specialists globally, monitoring business objectives and tracking progress to mitigate project risks.
- Facilitated technical team meetings to determine progress and address pain points.
- Presented project reports to executives in leadership review meetings on a biweekly basis.

Business Technical Analyst Intern

May 2021 – Dec 2021

Everlink Payment Services

- Served as a key liaison between application technology vendors, internal groups, and business users to deliver functional specifications, design documents, and business process workflows for new projects.
- Designed and executed test plans for new application functionality, product releases, and regulatory modifications.
- Developed Excel macros with Visual Basic for Applications (VBA) to automate multiple data entry processes, reducing manual effort for 15+ project managers by 50%.

EDUCATION

Honours Bachelor of Science – BSc, Computer Science (Big Data Systems)

Wilfrid Laurier University

Honours Bachelor of Business Administration – BBA (Finance)

Wilfrid Laurier University

CERTIFICATIONS

- AWS Solution Architect Associate (In progress)
- Certified SAFe 6 Agilist
- Professional Scrum Master I (PSM)
- Scrum Fundamentals Certified
- Six Sigma Yellow Belt
- Bloomberg Market Concepts

TECHNICAL SKILLS

Frontend: React, Next.js, Angular, Redux, React-Testing Library, Jest, HTML, CSS, SASS, Tailwind CSS, JavaScript, TypeScript, Vite, Webpack, Material UI, Bootstrap, Figma

Backend: Node.js, Express.js, MongoDB, Java, Spring Boot, JPA, JUnit, Mockito, PostgreSQL, Python, C#

Tools: Git, GitHub, CI/CD pipelines, Postman, Lighthouse, Swagger, Docker, Grafana, JIRA, Maven

AWARDS

- **1st Place**, Toronto Dominion (TD) Bank 1D8 Innovation
- **2nd Place & General Motors Prize**, SheHacks Hackathon
- **1st Place**, WinHacks Hackathon
- **Semi-Finalist**, IKEA's Sustainability Challenge