

# Daniela Navarro

## Lead Software Engineer at Zocdoc | Distributed Systems | Product-Minded Engineering | Mentorship & Team Impact

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## Summary

Senior software engineer with 8 years of experience building high-scale systems across healthcare, fintech, and e-commerce. I currently lead core booking and scheduling infrastructure at Zocdoc, where my work powers millions of patient-provider connections every month. I'm known for operating at the intersection of engineering, product, and people. I enjoy turning ambiguity into clarity—whether that's shaping a system design, aligning stakeholders, or helping an engineer navigate a career inflection point. Over time, my scope has expanded from “owning systems” to “owning outcomes”: architecture, delivery, quality, team health, and long-term technical direction. Highlights from recent years: • Redesigning real-time scheduling systems to reduce booking errors by 40%+ • Driving technical strategy across multi-team initiatives touching 18+ services • Coaching mid- and senior-level engineers through structured growth plans • Acting as pod lead during EM coverage, running planning, execution, and delivery rituals • Introducing RFC and design-review practices that improved velocity and alignment I'm motivated by building environments where strong engineers can do the best work of their careers. Long-term, I'm excited by roles that blend technical depth with people leadership and product thinking—helping teams move faster, think clearer, and build systems that truly matter.

## Experience

### Lead Software Engineer

Zocdoc · Full-time

Jan 2022 – Present · New York, NY

As technical lead for patient booking and provider availability, I own the systems that determine whether millions of patients successfully find and book care. My role blends hands-on engineering with team leadership and cross-functional strategy. I design and implement core infrastructure while shaping how the team plans, executes, and grows. Key contributions: • Own architecture and delivery for a 9-person squad focused on real-time scheduling and booking reliability • Led end-to-end redesign of the scheduling pipeline, reducing booking errors by 41% and improving API latency by 32% • Drove a multi-quarter initiative to unify availability data across 6 provider systems, enabling same-day booking for the first time in several specialties • Partner with Product and Design on quarterly roadmaps, turning business goals into phased technical plans with clear risk profiles • Introduced RFCs, design reviews, and incident postmortems as standard practice • Mentor 6 engineers across mid and senior levels through 1:1s, feedback cycles, and promotion planning • Served as interim pod lead during EM leave, running sprint planning, standups, and delivery reviews for two quarters

### Senior Software Engineer

Amazon · Full-time

Jul 2019 – Dec 2021 · Seattle, WA

Worked on distributed fulfillment optimization services that coordinated inventory and routing across global warehouses. • Built and scaled services processing 10M+ events per day with strict latency SLOs • Led

development of a rules engine that reduced manual operations workload by 27% • Served as onboarding lead for new hires—created documentation, pairing programs, and “first 30 days” guides adopted org-wide • Owned on-call excellence initiatives, cutting incident volume by 35% through better observability and runbooks • Regularly represented the team in cross-org design reviews

### **Software Engineer II**

Plaid · Full-time

Jun 2017 – Jun 2019 · San Francisco, CA

Worked on APIs enabling secure bank connectivity for consumer fintech apps. • Built transaction ingestion and normalization services used by 5M+ end users • Led migration from monolith to service-oriented architecture for core pipelines • Partnered with PMs to define MVP scope and success metrics for new data products • Introduced contract testing between services to reduce integration regressions

### **Software Engineer**

CVS Health · Full-time

Jul 2016 – May 2017 · Boston, MA

• Built internal tools for pharmacy inventory management across 2,000+ locations • Migrated legacy services to cloud-native architecture, improving deployment time by 60% • Shipped HIPAA-compliant features in close partnership with QA and product teams

## Internship

### Software Engineering Intern

Google · Internship

Summer 2015 · Mountain View, CA

- Built internal dashboard for monitoring experiment health across Ads infrastructure
- Shipped a data visualization module used by 200+ engineers and PMs
- Received return offer and “Strong Hire” rating

## Projects

### OpenHealth Scheduler (Open Source)

Creator of a lightweight scheduling service for small clinics to manage walk-in and same-day bookings.

- Designed REST APIs and real-time availability engine in Python
- Used by 3 community clinics as a pilot tool

### MentorMatch

Internal Zocdoc tool to match mentors and mentees based on skills and goals.

- Built recommendation logic and onboarding flow
- Increased mentorship participation by 2.3x within first quarter

## Volunteering

### Girls Who Code — Volunteer Instructor

- Teach introductory Python and web development workshops for high school students in NYC
- Mentor students on college and early-career pathways in tech

### Code for America Brigade — Contributor

- Contributed backend services for a benefits-eligibility screener used by local nonprofits

## Top Skills

Distributed Systems • System Design • Technical Leadership • Mentorship • Product Collaboration • API Architecture • AWS • Kubernetes • Python • TypeScript • Java

## Certifications

AWS Certified Solutions Architect – Associate

Google Project Management Professional Certificate

Manager Foundations Program (Zocdoc Internal)

## Education

### University of Michigan

Bachelor of Science, Computer Science

Graduated with Honors

Capstone: Real-time transit prediction system using streaming data