Daniela Navarro

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SUMMARY

Product-minded senior engineer with 8 years of experience building high-scale consumer and enterprise systems across healthcare, fintech, and e-commerce. Currently a Lead Software Engineer at Zocdoc, known for driving technical strategy, mentoring senior ICs, and bridging product, design, and engineering. Seeking an Engineering Manager role to formally own team growth, delivery excellence, and technical direction while staying close to architecture and execution.

EXPERIENCE

Lead Software Engineer — Zocdoc (New York, NY)
2022 – Present
• Technical lead for a 9-person squad responsible for patient booking and provider availability systems used by millions of users monthly.
• Led architecture redesign of real-time scheduling pipeline, reducing booking errors by 41% and improving API latency by 32%.
• Partnered with Product and Design to define quarterly roadmaps, translating ambiguous business goals into executable technical plans.
• Mentored 6 engineers across mid and senior levels through structured 1:1s, growth plans, and code-review coaching.
• Introduced RFC and design-review practices that reduced rework and increased cross-team alignment.
• Acted as interim "pod lead" during EM leave—running standups, sprint planning, and delivery reviews for two quarters.

Senior Software Engineer — Amazon (Seattle, WA)
2019 – 2022
• Core contributor on a distributed fulfillment optimization service processing 10M+ events/day.
• Led development of a rules engine that reduced manual operations workload by 27%.
• Served as onboarding lead for new hires, creating documentation and pairing programs adopted org-wide.
• Drove operational excellence initiatives, cutting on-call incidents by 35% through observability and runbook improvements.

Software Engineer II — Plaid (San Francisco, CA)
2017 – 2019
• Built APIs enabling secure bank-linking for consumer fintech apps used by 5M+ end users.
• Led migration from monolith to service-oriented architecture for transaction ingestion pipeline.
• Partnered with product managers to scope MVPs and define success metrics for new data products.

Software Engineer — CVS Health (Boston, MA)
2016 – 2017
• Built internal tools for pharmacy inventory management across 2,000+ locations.
• Migrated legacy services to cloud-native architecture, improving deployment time by 60%.
• Collaborated closely with QA and product partners to ship HIPAA-compliant features.

INTERNSHIP

Software Engineering Intern — Google (Mountain View, CA)
Summer 2015
• 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.

LEADERSHIP & IMPACT

• Known as a "force multiplier" for teams—regularly unblocking peers and translating complex systems into clear mental models.
• Facilitated quarterly retros and postmortems, fostering a blameless culture and continuous improvement.
• Designed a mentorship track for senior ICs interested in tech leadership, now used by two Zocdoc orgs.
• Frequently tapped by product leadership to pressure-test roadmap feasibility and risk.

TECHNICAL SKILLS

Languages: Python, TypeScript, Java
Frameworks: React, Node.js, Spring Boot
Systems: AWS, Kubernetes, Terraform, Kafka
Practices: Distributed systems, system design, API architecture, CI/CD, observability

EDUCATION

B.S. in Computer Science — University of Michigan
• Graduated with Honors
• Capstone: Real-time transit prediction system using streaming data

CERTIFICATIONS

• AWS Certified Solutions Architect – Associate
• Google Project Management Professional Certificate
• Manager Foundations Program (Zocdoc Internal)