Sayma Khan

Dual Citizen of USA and Canada | Seeking Fall 2023 PM Internship Opportunities

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Education

University of Waterloo | Candidate for B.A.Sc. in Honours Computer Engineering   Sep 2019 – Apr 2024
- **Courses:** B2B Product Management, Databases (SQL), Data Structures & Algorithms (C++), Networks (Python).
- **Awards & Activities:** President's Scholarship, Elected Representative of Engineering Society, Computer Science Club.

Experience

Product Manager Intern | Datadog   New York, NY, USA | Jan 2023 – Apr 2023
- Closed deals with **multi-billion** dollar clients by demonstrating the value of crashlytics features for their applications.
- Obtained **build approval** by conducting **marketing/customer research** to validate releasing **8** crash-tracking features.
- Built an internal dashboard aggregating crash data from **thousands** of customers to measure feature usage.
- Drove **product strategy** of crash-tracking **specs/requirements** for back-end services in Datadog's APM platform.

Product Manager | Opal   Menlo Park, CA, USA (Remote) | Jan 2022 – Dec 2022
- Increased **user engagement** by **10%** by launching **5+ customer-centric** features within **2** months.
- Released **MVP 1 month** early by prioritizing key **user stories** on **Jira backlog** while maintaining **product roadmap**.
- Accelerated **development speed** by **20%** by directing **3 cross-functional** teams to resolve architectural issues.

Software Developer Intern | Thomson Reuters   Toronto, ON, CA (Remote) | Jan 2022 – Apr 2022
- Boosted **feature release speeds** by **10%** by aggregating performance data from **50+ Azure Pipelines** to spot bottlenecks.
- Visualized performance insights from **1.5 million** users by integrating **Datadog** RUM with client apps to track **KPI**s.
- Reduced repository size by **34%** through designing a **proof-of-concept** to rebuild platform registration flow with **Blazor**.

Software Developer Intern | Thomson Reuters   Toronto, ON, CA (Remote) | May 2021 – Aug 2021
- Optimized payment workflow for **20,000** firms/banks by shipping full-stack features in **.NET** and **Angular**.
- Securely retrieved the bill payment status from **millions** of client invoices with **Apollo GraphQL**.

Front-End Developer | TAMVOES Health   Waterloo, ON, CA (Remote) | Sep 2020 – Dec 2020
- Increased **website traffic** by **450%** by examining metrics from **Hotjar** to implement more intuitive UI changes.
- Developed front-end features based on **customer feedback** for **hundreds** of users with **Figma**, **Bootstrap**, and **jQuery**.

Junior Software Developer | TAMVOES Health   Waterloo, ON, CA | Jan 2020 – Aug 2020
- Boosted **conversion rate** by **200%** by refactoring registration and onboarding flow with **Bootstrap** and **jQuery**.
- Reached **100+** subscribers by forming a **go-to-market strategy** for monthly **product feature launches**.

Projects and Activities

Embedded Microprocessor Systems: Infrared (IR) Thermometer   View Project
- Conducted a product **competitive analysis** on analog-to-digital converters to be used in IR thermometers during COVID screening on **100** university campuses.

Engineering Web Ring   View Project
- Defined **product requirements** for a platform where students can share their portfolios and increase their visibility.
- Obtained **16** contributors and reached **300+** users.

JobMaps   View Project
- Managed product **ideation to launch** for designers, engineers, and other **stakeholders** to build an app for job seekers.

Facebook Hackathon (Artificial Intelligence): InterChat   View Project
- Co-created a **MERN** stack application that automates the resume screening-process for recruiters using **NLP**.

Skills

- **Product:** User Empathy, Data Analysis, Organization, Communication, Documentation, Agile, SCRUM, PDLC/SDLC.
- **Services and Tools:** Jira, Git, Metabase, Azure DevOps, Asana, GitHub Projects, Google Analytics, Salesforce CSM.
- **Frameworks:** Angular, React, .NET, Node.js, MongoDB.
- **Languages:** C++, C, C#, Python, Java, SQL, JavaScript/TypeScript, HTML/CSS.