Sayma Khan

Dual Citizen of USA and Canada | Seeking Winter 2023 Product Management/Technical Program Management Internships
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Education

University of Waterloo | Candidate for B.A.Sc. in Honours Computer Engineering   Sep 2019 – Apr 2024
- **Relevant Courses:** Software Product Management (UAlberta), Data Structures & Algorithms, Systems Programming & Concurrency, Embedded Microprocessor Systems, Economics, and Probability Theory & Statistics.

Work Experience

Product Manager | Opal, LLC   Menlo Park, CA, USA | Jan 2022 – May 2022
- Directed execution of a **blockchain** application and updated cross-functional teams with progress and feedback.
- Designed a **product roadmap** and prioritized features on a weekly basis; increased **agile velocity** by **10%**.
- Coordinated multiple software development teams to resolve architectural issues, reducing codebase by **33%**.
- Refined **80+ user stories** based on **cryptocurrency** market research and user feedback for beta release.

Software Developer Intern | Thomson Reuters   Toronto, ON, CA | Jan 2022 – Apr 2022
- Recreated registration workflow using **Blazor** and built an **Azure Pipeline** to deploy to **AWS S3/Cloudfront**.
- Integrated **Datadog RUM** with several applications to visualize performance insights from **over 1.5 million** users.
- Traced a distributed system with **OpenTelemetry** and exported data to **Prometheus**, increasing code coverage by **50%**.

Software Developer Intern | Thomson Reuters   Toronto, ON, CA | May 2021 – Aug 2021
- Created a back-end service in **.NET** to make financial forms available in French for users **worldwide**.
- Utilized **Apollo GraphQL** to retrieve the billing status of each financial transaction from **1.5 million+** consumers.
- Designed reusable front-end features in **Angular** based on customer feedback to optimize payment workflow.

Front-end Developer | TAMVOES Health Inc.   Waterloo, ON, CA | Sep 2020 – Dec 2020
- Developed UX and front-end for **10+** key features using **Figma**, **Bootstrap**, and **jQuery** (e.g, Search, Calendar, etc.).
- Examined metrics from **Hotjar** and focus groups to implement UI changes that increased website traffic by **450%**.
- Programmed back-end APIs in **Django** to ensure that basic and premium user features functioned correctly.

Junior Software Developer | TAMVOES Health Inc.   Waterloo, ON, CA | Jan 2020 – Aug 2020
- Planned and executed onboarding workflow with **Figma**, **Canva**, **Bootstrap**, and **jQuery** to enhance user experience.
- Refactored homepage by implementing **UX principles** which boosted conversion rate by **200%**.
- Formed a **marketing strategy** plan and created social media content/newsletters that reached **thousands** of people.

Leadership

Mentor | HackNYU, SF Hacks, SacHacks, CruzHacks   Feb 2021 – Feb 2022
- Guided **dozens** of hackers through brainstorming processes and software issues to advance their projects.

Representative | Waterloo Engineering Society   Sep 2021 – Dec 2021
- Elected by a class of **200+** students to voice their needs/concerns to council members and executives.

Projects

Embedded Microprocessor Systems: Infrared (IR) Thermometer   Nov 2021 – Dec 2021
- Researched analog-to-digital converters (ADCs) to find which are optimal for power efficiency and cost-effectiveness.
- Evaluated criteria in a **decision matrix/multi-criteria decision analysis** to select ADC for an IR thermometer.

JobMaps   Jul 2021 – Aug 2021
- Managed development of an **agile** web application that simplifies the job searching process for students in STEM.
- Wrote a **Product Requirements Document** and other milestones to define logistics based on end users' needs.

Facebook Hackathon (Artificial Intelligence): InterChat   Aug 2020 – Sep 2020
- Co-created a **MERN** stack application in which a chatbot ranks candidates' interview responses for recruiters.
- Utilized **Wit.ai** to implement **natural language processing** to recognize certain keywords in candidates' answers.

Skills

Languages: C++, C, C#, Python, Java, TypeScript, JavaScript, HTML/CSS, SQL, GraphQL, and MATLAB.
Technologies: Node.js, MongoDB, .NET, Blazor, Angular, React, Bootstrap, jQuery, Figma, Azure DevOps, Git, and AWS.
Product Management: Agile, Leadership, Cross-Communication, Market Research, Data Analysis, and User Experience.