Shirin Shahram

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LinkedIn: https://www.linkedin.com/in/shirin-shahram/ | GitHub: https://github.com/sshahram

Portfolio: https://sshahram.github.io/react-portfolio/

Result-oriented and motivated software engineer with hands-on experience designing fully functional, mobile responsive and scalable applications. Enthusiastic about learning new technologies and resolving technical challenges. Ability to lead projects utilizing problem-solving skills, project management, and analytical skills. Effective team player with strong communication skills and great attention to detail. Worked in a highly regulated and fast-paced environment without missing any deadlines. Certified Lean Six Sigma Black Belt and holder of a Full Stack Web Development certificate from UC Berkeley.

TECHNICAL SKILLS

- PHP, Golang, AWS, Databases (SQL, NoSQL), Symfony, API Platform
- JavaScript, Node.js, React.js, MERN, RESTful APIs
- Data Management, Testing Frameworks, Agile Methodologies

EXPERIENCE

Learn to Win, Redwood City, CA   **3/2022-Present**
Software Engineer

- Developed backend microservices for a brand-new learning management application. Owned creation of major features and products from design to coding, deployment, testing and support. Collaborated with cross-functional teams and senior management to understand data structure and user requirements, resulting in 97% customer satisfaction.
- Designed API endpoints and SQL database models using symphony and API Platform. Worked with frontend/backend team to gather web application requirements and translate them into technical specifications. Optimized complex queries to improve performance by 30%.
- Utilized CI/CD tools such as GitHub and Expo to release mobile applications, web applications and backend microservices into production environment, achieved smooth transition and deployment into production environment with zero percent downtime.
- Setup SAML connection for single sign-on (SSO) authentication of new customers. Worked with customers to setup SSO connection using Auth0, achieved 100% smooth transition.
- Served as the on-call engineer to troubleshoot, debug, and enhance production issues across different platforms (mobile, web and backend services). Developed high quality and standard code across different tech stacks (PHP, Symfony, React, Golang and React Native). Release hotfixes using GitHub actions with 0% interruption in the production environment.

Learn to Win, Redwood City, CA   **3/2022-8/2023**
Software Quality Assurance Manager

- Managed a QA team consisting of 7 personnel. Planned testing and rolling out new features and services that meet customer requirements. Eliminated manual testing and enhanced automation testing frameworks. Added new capabilities by achieving 100% automation. Reduced the number of manual testers by 85%.
- Redefined testing workflows using agile methodologies. Replaced manual testing reports with automated dashboards for better visibility. Expedite production releases by removing testing bottlenecks and utilizing automated testing. Reduced QA testing time from 2 weeks to 2 days across all platforms without impacting the quality of products.

Paramit Corporation, Morgan Hill, CA
Senior Industrial Engineer   **11/2020-3/2022**

- Collaborated cross-functionally on designing and development of a data management application. Tested and implemented a brand-new manufacturing execution system (MES). Reported software defects, resolved bugs, and wrote necessary documents. Continuously improved the products and processes, provided 100% traceability for products and increased customer satisfaction by 25%.
- Trained and supported users through implementation of new applications. Established and maintained positive relationships with users by answering their questions and assisting them in troubleshooting, resulting in 98% satisfaction rate.
- Developed a tool to calculate assembly quotes using SQL Server and macros in Excel, analyzed data and generated reports to facilitate decisions about quoting and demand planning, Saved cost by more than 50% and increased customer satisfaction by 15%.

Paramit Corporation, Morgan Hill, CA
Industrial Engineer   **6/2017-11/2020**

- Used project management tools to develop new software and best practices in three departments (Quality Assurance, Test and Shipping Depts.), Worked with users and engineers to collect requirements, describe software product features, and technical designs for the new application, ran manual software testing and verified new features and bug fixes, Planned and deployed the new software and trained more than 30 users on it, monitored workflow to make sure 100% transition has happened, increased reliability and efficiency by 30%
- Planned and designed 8 new production lines for three departments (Mechanic, Quality Assurance and Test Depts.). Identified technology risks and dependencies by working cross-functionally with scrum team, application, and process engineers to implement cost-effective solutions for new customers. Collaborated cross-functionally with key partners in product management, supply chain and senior leadership to ensure high-quality delivery of new business operations, increased production by 40%.

Santa Clara County Public Health, San Jose, CA
Industrial Engineer   **1/2017-6/2017**

- Planned and implemented quality improvement projects of different programs within the Public Health Department. Detected quality improvement opportunities within different programs and used problem solving skills to provide technical solutions, improved process flows by 20%.
- Worked with executive levels to support and implement solutions. Supported and trained employees with "Quality Improvement" projects, resulted in 96% satisfaction rate.

San Jose State University, San Jose, CA
Teaching Assistant   **8/2016-12/2016**

- Helped students to understand different subjects of the course "Quality Assurance and Reliability".
- Assisted students in the learning process and answered all their questions.
- Designed quizzes and graded them.

Tehran University of Medical Sciences, Tehran, Iran
Data Analyst   **5/2014-6/2015**

- Collected and analyzed data to define a user interface for clinical data registry.
- Worked closely with the client to streamline and simplify the workflow of data collection and data entry by classifying patients' data based on different criteria, increased the efficiency by 15%.

EDUCATION

University of California, Berkeley   **7/2021**
Certificate in Full-Stack Web Development

San Jose State University   **5/2017**
Master of Industrial and Systems Engineering

San Jose State University   **5/2017**
Lean Six Sigma Black Belt

University of Tehran   **6/2013**
Bachelor of Industrial Engineering