DHARMIK SHAH

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EDUCATION

University of Texas at Austin	**Dec 2023**
M.S, Computer Science (AI Specialization)	*Austin, TX*
University of Toronto	**Aug 2020**
B.S, Computer Science	*Toronto, ON*

SKILLS & INTERESTS

- **Languages:** Python, Java, JavaScript, Golang, C, C++, Kotlin, Ruby
- **Frameworks**: Node.js, Express.js, Flask, Django, React, Angular, Spring
- **Databases**: MySQL, PostgreSQL, MongoDB, SQL, NoSQL
- **Others:** Git, Docker, Jenkins, AWS, Kubernetes, Kafka, Spark, Flink, CI/CD, Unix
- **Projects:** COVID-19 Tracker 🔗 – React app **(15000 users)** that displays live stats of pandemic (150 countries)

WORK EXPERIENCE

Stripe   **Oct 2023 – Present**
Software Engineer   *Toronto, ON*
- Mitigated various technical compliance gaps within the W-8/W-9 product at Stripe, resulting in significant financial savings (exceeding **$500 million**) against potential penalties, thereby enhancing customer trust and satisfaction
- Transformed an internal PDF generation service in **Golang** to support the rendering of Unicode characters, marking the **first time** foreign characters appeared on Stripe tax forms, impacting over **400,000** financial documents
- Revamped the account onboarding flow using **React** by adding a section for the user to sign an **affidavit** when requested from the backend via **GraphQL** and **Ruby**, resulting in enhanced legal and financial compliance
- Assumed the role of DRI for the W-8/W-9 product, leading all technical implementation and design while coordinating with the Tax Squad team to prioritize and integrate new financial requirements into the product

Wish   **May 2021 – Oct 2023**
Software Engineer   *Toronto, ON*
- Led the engineering efforts for the **PayPoint** and **Hubbed** integrations, partnerships between Wish Local and over **3000** pickup stores across UK & Australia to increase store coverage from **22.5%** to **50%** and **30%** to **71%** respectively
- Migrated the Wish Local App **CRM** platform from Zendesk to Salesforce by integrating with **Salesforce APIs** using **Python**, effectively saving Wish **150k/yr** and resulting in faster and better customer support for Wish Local stores
- Designed and implemented a **microservice** using **Golang**, **React**, and **k8s** to host the Wish Local landing page, resulting in an improved user experience, performance, and ability to independently deploy and maintain service
- Enhanced the Wish Local app by implementing various features and bug fixes using **React Native** and **TypeScript**, while also managing deployment cycles and on-call responsibilities for uninterrupted app performance

Ontario Teachers' Pension Plan   **Aug 2020 – May 2021**
Software Engineer   *Toronto, ON*
- Combined several applications and their dependencies into containers using **Docker Compose**, resulting in a stable way to maintain and deploy software, which would have otherwise needed individual manual deployments

Index Exchange   **May 2019 – Aug 2019**
Software Engineer Intern   *Toronto, ON*
- Refactored **Bash** logic for deploying **Golang** binaries, resulting in a **70%** increase in production deployment speeds

Ontario Teachers' Pension Plan   **Jan 2018 – Aug 2018**
Software Developer Intern   *Toronto, ON*
- Implemented a **full stack** application using **C#** and Angular to showcase the status and logs of **DevOps** tools