

AADIT S MEHROTRA

BASc Systems Design Engineering at University of Waterloo

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EXPERIENCE

Technical Analyst

Thomson Reuters

Sept 2021 - Dec 2021

Waterloo, ON

- Investigated security and UI enhancements for an internal database querying portal by conducting technical spikes that included market research and usability testing to **reduce production support tickets by 15%**.
- Formulated user journey maps to identify major user pain points and suggested as well as validated UI improvements by conducting SWOT analysis and product walk-throughs with the relevant stakeholders.
- Prioritized these improvements into product backlog items (PBI) and collaborated with team members to correctly estimate required resources and effort involved that **reduced carry-over of PBIs from one sprint to the next by 30%**.
- Re-structured existing authentication of the portal to use LDAP auth. utilizing Windows Active Directory to increase security of the application preventing external users from accessing it while **reducing database storage by 10% and costs by 0.5%**.

Product Analyst

RoaDo Digitizing Logistics

Feb 2021 - Sept 2021

Remote

- Researched new market opportunities in the B2B lending space to drive invoice discounting for trucking companies in the **USD 100 billion Indian market**.
- Conceptualized a rating indicator that helped solve the major customer pain point of lacking strong credit history documents that would **reduce compliance costs by 15%**.

Systems Engineer

MCAP Financial Services

Jan 2021 - April 2021

Waterloo, ON

- Identified latencies in processing speed and UI design elements for the internal content management service utilizing Azure Pipelines and Azure Monitor.
- Convinced senior management of the value proposition behind assigning resources towards enhancing the CMS portal as it would **reduce production tickets by 7.5%**.
- Formulated and Implemented a technical roadmap to restructure the legacy CMS service by integrating the modern UI framework VueJs.
- Automated the deployment pipelines in Azure DevOps using yaml scripts and SQL queries to allow developers to send in real-time updates to the CMS site and produce detailing logging of API status **reducing pipeline failures by 30%**.
- Collaborated with QA Engineers to ensure the CMS service follows a test driven development approach by driving **unit test coverage to above 95%** for the client app.

Product Engineer

Ontario Digital Service

Sept 2019 - December 2019

Waterloo, ON

- Diagnosed customer pain points on the ServiceOntario Location/Service Finder by conducting **10 user interviews with 5 guerrilla test** variants.
- Consolidated these pain points to identify key UI enhancements that would fulfill KPIs such as reduced service centre inquiries and increased traffic on the application.
- Prioritized the features and developed a low fidelity prototype with mock data to test with users and iterate on it based on feedback provided.
- Presented the value proposition of the redesigned ServiceOntario Location/Service Finder and forecasted a **monthly decrease of 30% decrease in call centre inquiries**.

SKILLS

Product

Feature Prioritization & Roadmapping

Usability Testing

Market Research

Data Analysis

SWOT Analysis

Stakeholder Management

Languages

ASP.Net

C#

SQL

JavaScript

Frameworks

ASP.Net Core

Vue.js

Node.js

React

MySQL

ElasticSearchJs

Services and Tools

Azure DevOps

Figma

Twilio

Jira

Git

InVision

PROJECTS

- Relief @ Hack the Globe 2019 (Winner)**
Developed a web-based and mobile dashboard using **ReactNative and ReactJs** that consumed large data sets of location data and supply quantities to optimize the supply chain for NGOs to collect non monetary donations that could potentially **reduce wastage in donated goods by at least 30%**.
- MS Teams for Students @ ProdCon 2019 (Finalist)**
Developed a light version of MS Teams by prioritizing features using a data-driven model to be more student focused while creating a seamless on-boarding experience for all stakeholders involved that could **increase user uptake by at-least 15%**.
- ScotiaDonateNow @ ScotiaHacks 2020**
Developed a one-click donate feature within the mobile banking ecosystem of Scotia to help SMEs such as restaurants owners suffering from Covid-19 closures receive funding **that could potentially scale up to streamline the donation supply chain process towards charities which is a \$10.6 billion market in Canada**.

BOOKS

- Flow** -Mihaly Czh.
- The Lean Startup** -Eric Ries
- The Design of Everyday Things** - Don N.
- Zero to One** -Peter Thiel