

Zaid Alkhatib

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SOFTWARE ENGINEER

Innovative, detail-oriented professional with a proven track record in designing and delivering software solutions that solve problems, enhance customer service, and drive profitable growth. Collaborative leader skilled in project management, from ideation to final delivery. Passionate about creating impactful applications and systems that align with business goals. Strong communicator with a dedication to achieving excellence in every project undertaken.

PROFESSIONAL EXPERIENCE

EXPEDIA GROUP

Software Engineer 2

Jan 2022 – Present

- Increased user self-service in Virtual Agents (VA) by 25%, resulting in improved efficiency and reduced reliance on human agents
- Implemented advanced functionality in the Virtual Agents, leading to a 30% reduction in errors and enabling seamless booking retrieval and user assistance with minimal human agent interaction
- Developed and implemented the Help on Arrival service, utilized by thousands of users upon reaching their hotel, significantly enhancing their overall experience

CLEAR LABS

Software Engineer Intern

September 2021 – December 2021

- Developed a dynamic React application for data visualization, utilizing Google Cloud APIs to retrieve and display real-time data, resulting in improved insights and decision-making
- Implemented a Node.js backend to facilitate efficient communication between the front-end application and data sources, enabling seamless data retrieval and processing
- Implemented testing process improvements, resulting in a 12% increase in efficiency and accuracy, and a 10% reduction in post-release issues through thorough documentation

SCOTTS MIRACLE-GRO CO.

Software Engineer Intern

June 2021 – August 2021

- Designed new software by writing front-end and back-end code, as well as handling all testing functions
- Increased efficiency by 40% after building a new production management system using NodeJS and ReactJS
- Developed a system to monitor when printers needed ribbon or papers, which reduced downtime
- Worked persistently to identify opportunities for continuous improvement

EDUCATION

SAN FRANCISCO STATE UNIVERSITY

Bachelor of Science, Computer Science | GPA: 3.67

GRADUATED: December 2021

Relevant Coursework: Software Engineering, Software Development, Data Structures, Web Software Development, Internet App Design, Operating System Principles, Analysis of Algorithms, and Programming Methodology

NOTABLE PROJECTS

Munchies, Snack Rating App

March 2021

- Created a web app that allowed users to rate and review snacks using ReactJS, NodeJS, and MySQL
- Won 5th Place out of 450 teams in the SFHacks Hackathon and demonstrated good engineering practices

Yelp Clone App

September 2020

- Designed a native app for local business reviews that runs on both iOS and Android operating systems
- Built the app by using React Native and Yelp API, and leveraged web analytics to optimize the user experience

TECHNOLOGY TOOLS & PROGRAMMING LANGUAGES

- Java • Kotlin • JavaScript • TypeScript • Python • Node.js • React • MySQL • MongoDB • HTML • CSS • Git
- C++ • React Native • Docker