

Ziad Safarjalani

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SKILLS

Languages: Python, Java, TypeScript/JavaScript, C/C++, SQL, Bash, HTML/CSS

Technologies: React.js, Flask, AWS, Redux, Docker, MySQL, Express.js, Redis, Node.js, Git, Webpack, Pinecone, Django

Developer Tools: CI/CD, JIRA, Postman, VS Code, Jupyter, Figma, Webflow

EXPERIENCE

Chatsimple

Waterloo, ON

Software Developer

Sep 2023 – Dec 2023

- Implemented chatbot data analysis with OpenAI functional calling and few-shot prompting using Python and Flask, adopting the Pinecone vector database for intelligent retrieval of chatbot visitor data, **decreasing** churn rates by **20%**
- Reinvented chatbot widget and analytics dashboard using Ant Design form components and React, focusing on reducing response time which resulted in improved **customer retention** and **doubling paid subscribers**
- Architected AI chatbot integrations with CRM platforms like Salesforce and HubSpot, catapulting **MRR by over 5x**.
- Maintained deployments to multiple EC2 instances and managed S3 asset storage, optimizing build performance for **over 12,000 users** by compressing webpack bundles and leveraging layer caching when building docker images
- Developed Python automation scripts for marketing initiatives and scheduled cron tasks for distinct user segments

TD Bank Group

Toronto, ON

Quality Engineer

Jan 2023 – Apr 2023

- Automated detailed test scripts using Selenium, Rest Assured and JIRA, resulting in a **250-hour reduction** in manual testing efforts within the automation team for debit card transactions
- Revitalized the automation and execution of debit card API endpoint test cases, achieving **100% accuracy** in CRUD operations through seamless integration with Bitbucket and Postman
- Uncovered and addressed **70+ defects** during exploratory testing, resolving them in an average of **2** business days through collaboration with development teams
- Employed validation tools for precise issuance of over **160** debit card requests, catering to new and existing customers

Wordn

Waterloo, ON

Front-end Developer

Sep 2023 – Dec 2023

- Revamped a multi-page React application, introducing sustainable, large-scale feature enhancements that slashed site-wide user task durations by **65%** for over **800** clients
- Championed mobile-friendly design principles and ensured cross-browser compatibility, yielding a **significant uptick** in client productivity through a highly intuitive interface
- Optimized Redux store and streamlined state management, boosting application performance by more than **200%**

PROJECTS

Wordle Clone (wordleclone.app)

- Developed a variation of Wordle using JavaScript and React.js, allowing users to guess 6, 7 and 8 letter words
- Architected advanced state management solutions using Context API and Hooks, while crafting custom UI components inspired by Wordle's theme using CSS and specialized React libraries

EZCalorie (ziad-safari/EZCalorie)

- Created a web application that tracks macronutrients, meals and goals through CRUD operations and REST API calls
- Built a responsive user interface and stored user data with SQLite and connected Python scripts with frontend using Django

EDUCATION

University of Waterloo

Waterloo, ON

Candidate for Bachelor's of Mathematics, Honors Co-op

Expected April 2026

Relevant Coursework: Data Structures, OOP, Optimization, Algorithms, Functional Programming, Calculus I, II, III