





# ALI VIRA

## SYSTEMS DESIGN ENGINEERING

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## Experience

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**Program Manager** 2017 - Present  
**Microsoft Azure, Availability** Redmond, WA

Identified top worldwide VM downtime drivers and led cross-org efforts across hardware and software stacks to **improve Azure-wide unplanned reboot rate by 72%**

Managed and resolved **multi-million dollar customer escalations** including global VM availability and performance crises

Leveraged machine learning to identify and diagnose emerging and ongoing issues **improving detection and resolution time by 70%**

Led org-wide Work-Life Balance and Culture workstreams to improve inclusion, productivity, and morale

**Program Manager** 2015 - 2016  
**Microsoft Azure, Deployment** Redmond, WA

Designed product specifications, mockups, and implemented Azure deployment metric pipelines **used internally by over 200 services**

Worked cross-team to design, code, and implement automated deployment extensions for Visual Studio, Azure Portal, and Jenkins

Co-founded a **30-member intern team** to overhaul Microsoft sustainability initiatives

**Product Manager** Winter 2016  
**Complete Solar** San Mateo, CA

Planned and designed installation tracker system **increasing online user adoption by 80%**

Created and managed end-to-end automated customer engagement program resulting in a **25% click-through rate**

Coded solar installation locator page and email campaign **boosting site traffic by 40%**

**Product Developer** 2013 - 2014  
**NexJ Systems** Toronto, Canada

Researched, designed UI/UX, and generated product specifications for an e-prescribing feature projected to **increase revenue by \$2,000,000**

Conducted market analysis leading to partnerships, strategies, and new features

Audited existing processes, implementing changes to **save 2,400 hours yearly**

## Skills

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Product management, business analysis, machine learning, optimization, UI/UX design

Languages: C++, Java, SQL, MATLAB  
Web: HTML, CSS, JavaScript, jQuery  
Graphics: InDesign, Photoshop, Illustrator

## Education

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BASc in Systems Design Engineering with Distinction, University of Waterloo 2017

Mechanical and Aerospace Engineering Exchange Term, NTU Singapore 2016

## Projects

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**Hack The North: Fruit Salad**  
Distributed cloud computing platform that exchanges computing power for internet access

**GLHF Magazine**  
Founded and managed the largest eSports magazine in the world with over 1,000,000 reads

**Contour**  
A service and browser extension that captures a user's body measurements for online shopping

**KeyPosture**  
A product that monitors and optimizes a pianist's form in real-time to reduce injury

## Activities

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Microsoft Intern Leader, Director (2018 - 2019)  
Waterloo Academic Representative (2014 - 2017)  
Microsatellite Team Business Lead (2014 - 2015)  
Orientation Leader, Director (2013 - 2014)

## Accomplishments

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2<sup>nd</sup> place National Eng. Debates (2017)  
1<sup>st</sup> place Ontario Eng. Debates (2017)  
Microsoft Intern Ambassador (2016, 2017)  
1<sup>st</sup> place Waterloo Eng. Debates (2015, 2016)  
Top 10% of Class (2014)  
NexJ Co-op of the Year (2013, 2014)  
Sanford Fleming Jr. Design Award (2013, 2014)