

ISHIKA SONI

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EDUCATION

City University of New York, Hunter College | *Bachelor of Arts in Computer Science*

Expected May 2024

SKILLS

Programming Languages Java, Python, C++, C#, HTML/CSS, TypeScript, Jest

Software Git, Flask, Figma, Unity, Aseprite, Blender, Pygame, MS Excel

Platforms Docker, Amazon Web Services, Azure, Azure DevOps, Azure Functions, Azure Cosmos DB

TECHNICAL EXPERIENCE

Microsoft | Software Engineering Intern

May 2023 – Aug 2023

Redmond, WA

- Collaborated with Support Experience Group to enhance DfM's email functionality, pivotal for communication (80-85% of interactions), addressing more than 3 million emails monthly.
- Diagnosed live site logs, addressing root causes of email-sending failures (majority stemming from 2 core issues) by refining email address formatting and access validation.
- Resolved formatting errors on server side using C#, achieving a 50% reduction, and rectified email access issues on client side using TypeScript, boosting user experience by 20%, and overall boosting SLA compliance and user experience by 70-75%.
- Cultivated engineering mindset through code readability, debugging, and time management. Conducted unit tests using Jest.
- Contributed to a fully remote, cross-time zone team; documented processes for seamless knowledge transfer.
- Systematized holistic solutions by redefining problem statement, aligning business, product, user experience, and engineering perspectives.

Microsoft | Software Engineering Intern

May 2022 – Aug 2022

Redmond, WA

- Corresponded with Core Marketing team to develop a chatbot using BEAM machine learning service. Orchestrated Azure function app for streamlined message processing achieving efficient intent/context retrieval.
- Engineered an Azure function app using C# for seamless message processing via service bus, ensuring smooth BEAM interaction. Mapped BEAM responses to reply categories for enhanced user experience.
- Investigated response times and accuracies of BEAM, optimizing chat interactions for superior performance. Validated accuracy through precise metrics measurement.
- Deployed integrated solution to Azure, seamlessly linking chatbot UI with BEAM for intent/context extraction, resulting in effective user redirection.
- Provided to a real-time experimental project, collaborating with two interns, showcasing adaptability and teamwork in cross-functional settings.

Major League Hacking | Site Reliability Engineering Fellow

Jun 2021 – Aug 2021

Remote

- Assembled and managed a Python-based blog web app (Flask, PostgreSQL) deployed on AWS EC2, coordinated through Nginx reverse proxy.
- Orchestrated Dockerized deployment with Docker Compose, and established CI/CD via GitHub Actions.
- Collaborated cross-functionally with a large team of fellows, site reliability, and software engineers to address tasks and solutions.

PERSONAL PROJECTS

Blossom | echoAR, HTML/CSS, BestTime API

Feb 2021

- Implemented augmented reality using echoAR to showcase food in 3D, driving customer engagement for local businesses.
- Enhanced user experience by adding HTML/CSS elements for exploring small businesses on internal web pages, alongside integrating BestTime API for peak hours insights.