

# Aaroh Mankad

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## EXPERIENCE

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### Plaid

Seattle, WA

*Senior Software Engineer, Customer Growth & Experience*

*October 2023 - Present*

- Spearheaded our first AI-enabled feature with [Bill](#), a chatbot to help customers answer questions about our docs.
- Shipped an automated Dashboard Alerting system, that allows us to alert customers on Institution Status changes. Dashboard Alerting *reduced Support ticket burden by 23%*
- **Currently:** Responsible for standing up our Credit Dashboard, a no-code solution for lending customers to underwrite consumers based on cash-flow data.

*Senior Software Engineer, Developer Build*

*June 2022 - October 2023*

- Led a team of 3 to improve Plaid's Developer surface areas, which include the Sandbox, Client Libraries, SDKs, and Webhook Platform.
- Seamlessly migrated traffic for all products in Sandbox to new data flow, *improving latency by 78% and decreasing contribution time by 60%*.
- Interviewed customers to understand pain points of the developer lifecycle and inform long-term vision for the team while prioritizing "better engineering" work.

*Software Engineer in Developer Experience*

*Mar. 2021 - June 2022*

- Led initiative to introduce power-user features for our [Partners](#), enabling them to move their clients to production *86% faster*.
- Shipped [new Institution Status enhancements](#) as part of a Spending Insights tiger team, *increasing Status usage by 9% month-over-month*.

### Facebook

Seattle, WA

*Software Engineer in Storage Tools*

*Nov. 2019 - Mar. 2021*

- Built several tools to enable internal engineers to execute operations work more effectively.
- Led development of a [Bulk Metadata Editor](#), which allows engineers to edit metadata records for blobs in a structured, audited manner versus previous bash script implementations.
- Co-wrote an [Accidental Deletion Recovery Pipeline](#), replacing a flaky manual process and scaling to nearly *500M+ blobs recovered*.
- Extended configuration for how we delete backups, *decreasing overhead by 35%* during high-stress COVID load.
- Designed and implemented onboarding of a new storage implementation to our replication service. *Owned project end-to-end*, added monitoring, established SLAs and SLOs, etc.

### Independent Contractor

Remote

*Full Stack Developer*

*Jun. 2015 - Nov. 2019*

- Freelanced with start-ups to build out MVP products in pre- and post-funding stages

## EDUCATION

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**University of California, Riverside**

Riverside, CA

*B.SC., Computer Science*

## SKILLS SUMMARY

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**Languages:** Javascript, Golang, C++

**Technologies:** React, Next.js, MongoDB, GraphQL, Node.js, Docker, MySQL, Protobufs