HIND ASAAD

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EXPERIENCE & PROJECTS

Software Engineering Intern, Backend | Shopify Inc   Sep 2025 – Dec 2025

Ruby, GraphQL, React, TypeScript, GCP, SQL, Sidekiq, BigQuery   Toronto, ON

- Architected backend job processing for e-commerce app to bound execution times for **11.2M+** jobs, stabilizing job service times from a variable **2 hrs** to a max of **1.1 mins** & enabling meaningful alerts with low latency **(<20ms)**
- Reduced job wait times by **90%** by provisioning GCP worker pods & weighted job queues to optimize server usage
- Eliminated **$34.7M** erroneous charges by developing row-level SQL filters to prevent duplicate items during checkout
- Led team's first API migration & moved pagination from frontend to backend to restore visibility to **$1.75M+** GMV
- Led implementation of **feature flag infrastructure** with low error rate **(<0.1%)** to support phased feature rollouts and rollbacks to **8.2k+** merchant stores & enable peer engineers to safely deploy hundreds of PRs

Software Engineering Intern, Backend + Infra | Ciena Corp   Sep 2024 – Sep 2025

Python, FastAPI, PostgreSQL, AWS, SQLAlchemy, Terraform, DataDog   Remote, CAN

- Designed **REST API** integrating Rapid7, Armis & ServiceNow to automate vulnerability management with network blocking for non-compliant devices across **4000+** Ciena devices scanned weekly, for use by security team
- Reduced query times to database from 2,000 ms to **12 ms** by using aggregator functions and indexing foreign keys
- Shipped Atlassian token expiration mail service to preempt authentication failures for **150+** Ciena engineers
- Wrote **410+** unit tests to increase test coverage from 50% to **88%** using unittest and PyTest frameworks
- Mentored peer engineers on back-end development and best practices

Software Engineering Intern | Jetson Infinity   May 2024 – Aug 2024

Python, C++, OpenCV, Llama3, YOLOv5, Selenium   Hamilton, ON

- Implemented chatbot for use in Zoom pitches with clients leading to a **75%** close rate and generated **$60K** in revenue
- Developed 9 AI-based modules for robotic arm to teach **OOP concepts** to students across high schools in California

Software Engineering Intern | Noze Inc   May 2023 – Aug 2023

Python, C++, React, TypeScript   Montreal, QC

- Presented intern project to **Bill & Melinda Gates Foundation** to secure **$1M grant** for the company
- Spearheaded creation of embedded system to automate quality checks of PCBs, **halving** time spent on QA
- Designed PCB selection UI to eliminate manual QA-related errors for 12+ lab technicians, saving **$600 daily**

Contactless Computer Control (demo)   Mar 2022

Python, OpenCV, PyGame, C++, Arduino

- Developed contactless AI-powered real-time user interface and embedded system for users with limited mobility to control a computer's cursor and keyboard using strictly facial movements and finger taps

EDUCATION

McMaster University - Bachelor of Engineering, Mechatronics Engineering   Sep 2021 – Dec 2026 (Expected)

- Awards: Dean's Honour List (2021–2025), Engineering Award of Excellence (95%+ Admissions Average)
- Relevant Coursework | Data Structures & Algorithms, Networks & Security, Operating Systems, Compilers, [AI](AI)

TECHNICAL SKILLS

Languages | Python, C/C++, SQL, Ruby, TypeScript
Frameworks | React, Ruby on Rails, GraphQL, FastAPI, SQLAlchemy, PyTest, Jest
Tools | AWS, GCP, PostgreSQL, Datadog, Redis, Terraform, Postman, Git, Bash, Graphite, npm