

Ali Ahmad

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TECHNICAL SKILLS

Languages: Java, JavaScript, TypeScript, Python, SQL (MySQL, PostgreSQL), HTML5, CSS3

Technologies: Dropwizard, Spring Boot, Node.js, Express, Flask, Django, Kafka, MongoDB, HBase, Hadoop, React, Redux, Angular

Tools: Grafana, JUnit, Git, Docker, Maven, Bash, REST API design, Agile methodologies

EXPERIENCE

Senior Software Engineer I

June 2023 – Present

HubSpot

Raleigh, North Carolina

- Enhanced the call recordings infrastructure by developing a proxy recording URL service, establishing a single source of truth for fetching recordings across all platforms (Zoom, Twilio, Aircall, Orum, etc.) at HubSpot. Collaborated across teams to ensure a seamless transition
- Designed and created a library service to calculate various sales call statistics (e.g., longest monologue, talk speed, interactivity) to aid in sales rep performance measurement. Successfully launched, with adoption across approximately 1,100 sales calls per week

Software Engineer

June 2022 – June 2023

HubSpot

Raleigh, North Carolina

- Integrated a machine-learning model into a background process to automate speaker prediction and matching within HubSpot-generated transcripts of two-party Zoom calls
- Successfully led the design and implementation of the back-end for Playlists, HubSpot's top-requested feature from customers for call coaching, now serving roughly 500 to 1,000 users daily
- Revamped the email template for commenting notifications by creating a new reusable template to support contextual and threaded comments across various data objects. Now serving as the base being used across HubSpot for multiple use cases

Software Engineering Co-op

January 2022 – May 2022

HubSpot

Raleigh, North Carolina

- Worked on the Conversation Intelligence product to help maximize the value of customer sales and service calls
- Implemented a feature enabling customers to filter and view their calls based on specific keywords being mentioned during those conversations
- Redesigned the core API for the 'call review screen' front-end to enhance performance and create a more unified and reliable shape for call transcripts from varying sources

Software Engineering Intern

July 2021 – December 2021

Local Community Center in Raleigh (Nonprofit)

Raleigh, North Carolina

- Migrated over 20 pages from the legacy website to the new one, and adjusted the UI to align with the new theme
- Wrote Python scripts to automate parts of the migration like replacing the glossary list format with tables
- Helped develop an app to serve as an interface for sending SMS messages to a community of 4,201 subscribers
- Added the ability to import CSV files containing individual names and phone numbers to a specific messaging list

PROJECTS

My Tech Shop | mytechshop.herokuapp.com

- Created a modern e-commerce platform with additional site management functionality for admins

Whats On Ur Mind? | whatsonurmind.herokuapp.com

- Developed a SaaS app enabling individuals to host their own shareable question and answer platforms

Sneaker Place | sneakerplace.herokuapp.com

- Built an online marketplace enabling users to buy, sell, and trade sneakers while keeping up with the latest releases

EDUCATION

Western Governors University

Bachelor of Science in Software Engineering

Raleigh, North Carolina

Expected Graduation: February 2025

Wake Technical Community College

Associate of Applied Science in Computer Programming and Development

Raleigh, North Carolina

Graduated: December 2022