

Sreeya Sai

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Work Experience

Drift, Boston, MA

July 2019 - Present

Software Engineer

- Architected and built Chat Routing Fallback feature resulting in a 50% reduction of missed conversations
- Rebuilt conversation participant representation by migrating from Dynamodb storage to RDS which guaranteed reliability of Chat Limits feature and enabled flexibility for feature development
- Developed SLOs and quarterly KRs with Mode Analytics, Lightstep, and Grafana and used metrics to identify latency and increase the number of chat routes under 500ms by 4X
- Built Drift Chat backend for enterprise onboarding experience which increased the percentage of healthy customers at go-live from 53% to 75%
- Rearchitected routing rule matching from client to server side, reducing widget payload response size by 40%
- Developed REST API to send email campaigns which pioneered new Email Bots feature, adopted by 50 enterprise accounts and generated meetings from 93% of qualified leads
- Integrated software from acquired company into Drift Email allowing both Outlook and Gmail functionality for all customers

Catalant Technologies, Boston, MA

Jan. 2018 – June 2018

Software Engineering Co-op

- Redesigned and built backend architecture on top of Flask to improve codebase modularity, enabling rapid feature development and increased application reliability
- Upgraded project proposal workflow using Jinja and CSS allowing admins to easily review consultants
- Aggregated user and project data and built reports using SQLAlchemy to demonstrate ROI to customers

IBM Research, Cambridge, MA

Jan. 2017 – June 2017

Software Engineering and Research Co-op

- Designed and implemented a knowledge graph to represent a physician-patient conversation to generate summaries of the appointment
- Derived conversation context and relationships between the medical entities discussed using Python's Natural Language Toolkit and Watson Natural Language Understanding

TechTogether Boston, MA

June 2017 – Present

Director of Strategic Partnerships and Co-Founder

- Led a team of 4 and raised \$300k from 40+ corporate sponsors to accommodate 1,000 student hackers
- Supported the expansion of the non-profit to 6 new cities and 80+ organizers
- Spoke on Capitol Hill to increase awareness of TechTogether and our mission to diversify the tech industry

Technical Skills

Languages: Java, Python (Flask, Pandas), Javascript (Node.js, Express.js, React.js), SQL, HTML/CSS

Tools: AWS (SQS, RDS, S3, SNS, EC2), Git, Lightstep, Grafana

Database: MySQL, MongoDB, DynamoDB, Elasticsearch

Education

Northeastern University Boston, MA

Bachelor of Science in Computer Science, Cum Laude

Activities: Venture Fellow at Rough Draft Ventures, TA for Fundamentals of Computer Science 1

May 2019

Dean's List