Lorraine Bichara

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Education

Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM) Bachelor of Science in Computer Science and Technology, GPA 93/100 Aug 2015 - Dec 2019

Monterrey, Mexico

Work Experience

Microsoft Aug 2020 – Present

Software Engineer

Redmond, Washington

- Implemented using C# the back-end logic for the data minimization policy scenario for Microsoft's first solution in the privacy management space, to help users reduce the storage of unused personal data in the M365 environment.
- Designed and developed functional tests to avoid introducing regressions to the codebase.
- Implemented Geneva Synthetics to proactively monitor user flows within the solution and validate the health, availability, and functionality of API endpoints across various environments.
- Participated in the Women at Microsoft Scholarship Review Team, reviewing applications from 340 high school students from across the globe, selecting 13 winners that received a total of \$85,000 towards their college education.

Ecaresoft | Cloud based software for healthcare

Jan 2020 - May 2020

Monterrey, Mexico

Product Intern

- Led user research to evaluate the onboarding experience for Nimbo Ecaresoft's software for electronic medical records. Conducted user interviews, hosted a focus group, and carried out secondary research.
- Proposed and implemented high-impact and low-effort solutions to improve user adoption.
- Executed product marketing for the distribution of new features.

Microsoft May 2019 – Aug 2019

Software Engineering Intern

Redmond, Washington

- Developed a feature that allows the opening and editing of PDF files in Word for Mac, by leveraging a conversion service that converts the file to DOCX using C++. This feature has been used over 1 million times in 10 months.
- Modified the backend to support the conversion of other file types in the future, and the file open UI to allow the selection of PDF files from different sources.

Bitso | Latin America's largest crypto exchange

May 2018 - Aug 2018

Software Engineer Intern

Mexico City, Mexico

- Implemented a webhook system that sends notifications for certain events through the API using PHP and Java.
- Built a Bitcoin Cash address converter, allowing users to use two formats on the platform, increasing usability.
- Supported the cross-border product by adding transaction limits and automating tasks to improve scalability.
- Deployed & managed the review process of Bitso's front-end challenge resulting in new engineering hires.

Major School Projects

- Designed and developed a visual compiler using Python, Django, HTML, CSS, and JavaScript to help teenagers practice programming concepts. It consists of blocks with statements that are dragged to a canvas and compiled.
- Completed a project with Austin Pets Alive that included research through interviews, observation and affinity mapping, and design through iterative prototyping and testing. The outcome was a high-fidelity prototype.
- Developed an iOS application in Swift to help high school students reinforce chemistry topics. This project was awarded third place at ITESM's engineering project expo.

Leadership Activities

Women in Technology | President

2018

- Defined the strategic priorities of the group and hosted career development events and workshops.
- Formed alliances with companies and local communities to increase impact.

Microsoft Tuition Scholarship Award

2017 & 2018

• Awarded the Microsoft Tuition Scholarship for demonstrating passion for technology.

ITESM's Computer Science Student Association | Secretary

2017 & 2018

- Planned the annual trip to Silicon Valley, organizing the logistics and scheduling visits.
- Coordinated meetings and tracked KPIs to support members in achieving the council goals.

Programming Languages & Skills

Intermediate: C#, C++, Python **Beginner:** Java, C, PHP, JavaScript

Tools & Technologies: HTML, CSS, SQL, Git, Scrum