# Saalik Lokhandwala

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## TECHNICAL SKILLS
**Languages**: Ruby, JavaScript, HTML, CSS, TypeScript, Python
**Databases**: SQLite, MySQL, PostgreSQL
**Frameworks**: Ruby on Rails, ReactJS, EmberJS

## EXPERIENCE
**Litmus**                                                                                                          Austin, TX
*Staff Software Engineer*                                          *January 2023 - September 2023*
- Prototyped and developed Litmus's initial OpenAI-powered email content recommendations in our email builder tool.
- Implemented customer-requested features like proactive email monitoring, enhanced email accessibility checks, and a clearer cancellation flow.
- Built and scoped features in a product led growth (PLG) squad. Drove dozens of enterprise upgrades with internal landing pages and interactive product demos.

*Software Engineer*                                                      *August 2021 - January 2023*
- Developed our product with Ruby on Rails, EmberJS, VueJS, ReactJS, and Chrome Extensions.
- Worked across a broad spectrum of projects like new features, integrations, and security-sensitive Rails upgrades.

**Drift**                                                                                                             Boston, MA
*Frontline Support  => Enterprise Support Manager*              *September 2019 - February 2021*
- As the first Enterprise Support Manager, created processes around support functions
- Developed a system of tagging customer chats to tell customer stories with data
- Facilitated collaboration between product, success, and support for the holistic customer experience
- Bridged product and customer-facing teams, triaging/fixing bugs when necessary

**Glucose Trail**
*Product Manager*                                                      *October 2018 - September 2019*
- Worked across design, development, management and growth functions with a remote dev team
- Managed the building of a mobile app capable of reaching 1000+ new patients using Nest.js, Angular, and Ionic

## PROJECTS
**Lavadocs:** *lavadocs.com*
- An Obsidian plugin and web application that shares Markdown notes as publicly accessible documents.
- Built with Ruby on Rails, SQLite, and TypeScript.

**Scribble.place:** *scribble.place*
- A private online space to capture thoughts, ideas, and anything in between.
- Open source, written in Ruby on Rails and Postgresql.

**A Spoonful of Poetry:** *poetry.thespoonful.blog*
- A book of poetry, offered for free through a custom-built website. Built using Bridgetown, a Ruby-powered static site generator, and splashes of custom JavaScript.

## EDUCATION
**Bentley University**                                                                                  Waltham, MA
*B.S. Computer Info Systems, Cum Laude*                           *September 2014 - May 2018*