Aisha Patel

Backend Software Engineer | Node.js, APIs & Billing Systems

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SUMMARY

Backend software engineer with six years of experience building TypeScript services for subscription billing and e-commerce. Works on the parts of a product where correctness matters most: invoices, payment webhooks, reconciliation and the APIs other teams depend on. Writes design documents and rollout plans before large changes, and mentors engineers into on-call and service ownership.

SKILLS

Languages	TypeScript, JavaScript, SQL, Python for scripting
Back end	Node.js, REST and GraphQL APIs, PostgreSQL, Redis, AWS SQS and Lambda
Reliability	OpenTelemetry, Datadog, Contract testing (Pact), Incident response, Performance profiling
Ways of working	Design documents, Code review, Mentoring, Agile delivery

EXPERIENCE

Backend Software Engineer — Mar 2022 – Present

Tiderow · Sydney, NSW

Billing platform team of seven engineers; owns the invoicing, entitlements and webhook services.

- Reworked the invoice API query plan and caching layer, reducing p95 latency from 820 ms to 460 ms across about 1.6 million requests a month.
- Moved webhook delivery to a queue-based worker with retries and a dead-letter queue; failed deliveries needing manual replay dropped from about 40 a week to three.
- Introduced consumer-driven contract tests between billing and the entitlements service, which caught 11 breaking changes before release in the first two quarters.
- Wrote the design document and rollout plan for moving 38,000 accounts to usage-based invoices, including two cycles of shadow billing that compared old and new invoices line by line.
- Added structured logging and trace context to the invoice and webhook services, cutting the median time to find a failing request during incidents from about 25 minutes to six.
- Mentored two engineers through their first on-call rotations, pairing on incident reviews and runbook updates.

Tools: TypeScript, Node.js, PostgreSQL, Redis, AWS SQS, OpenTelemetry, Datadog

Software Engineer — Feb 2021 – Feb 2022

Corella Commerce · Sydney, NSW

Order management team at an e-commerce platform used by about 2,000 independent retailers.

- Built reconciliation workers that match payment provider settlements to orders, saving the finance team about 18 hours of manual corrections a month.

Software Engineer · Corella Commerce (continued)

- Moved the public orders API to a versioned OpenAPI contract with generated client SDKs and a repeatable integration test suite.
- Cut the nightly order export from 3 hours 10 minutes to 48 minutes by batching queries and adding two composite indexes.
- Took part in the checkout and orders on-call rotation and led three post-incident reviews.

Tools: JavaScript, Node.js, PostgreSQL, OpenAPI, GitHub Actions

Graduate Software Engineer

Feb 2020 – Jan 2021

Corella Commerce · Sydney, NSW

Graduate program with rotations through the checkout and order management teams.

- Built the retailer-facing refund status page in React and the Node.js endpoint behind it.
- Joined the checkout on-call rotation after six months as first responder, with a senior engineer as escalation.

EDUCATION

Bachelor of Information Technology

Feb 2016 – Nov 2019

University of Technology Sydney · Software development major

- Final-year project: a load-testing toolkit for REST APIs built with k6 and Grafana.

CERTIFICATIONS

- AWS Certified Developer – Associate, 2023