

# Jordan Ali Hilado

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## EXPERIENCE

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### Microsoft

Software Engineer

San Francisco, CA

Jun 2024 - Present

- Scaled distributed ingestion systems for Azure Resource Graph to handle 10B+ resource events daily, by driving Event Hub scale-outs and VMSS-based autoscaling across 41 service clusters in 5 global regions, resulting in 2x higher throughput and a 40% reduction in production outages.
- Enhanced ingestion reliability by shipping newline-delimited JSON processing, improved blob deserialization resiliency, and deterministic fallback logic in C#/.NET microservices on Service Fabric, enabling ARG to handle growing customer scope and evolving compliance requirements.
- Supported EU data boundary isolation for over 20 enterprise and government tenants by migrating 300+ global Event Grids to EU-isolated endpoints via fault-tolerant, idempotent deployment pipelines, ensuring data sovereignty and compliance while maintaining uptime.
- Improved incident response time by automating infrastructure denylisting using Kusto/KQL and Azure Monitor, cutting mitigation for government and F500 customers and streamlining on-call operations across ARG's global fleet.
- Led CPU profiling analysis and optimization efforts to reduce unexpected high CPU usage in critical microservices, improving overall system stability and customer satisfaction.

### Walt Disney Animation Studios

Software Engineer Intern

Burbank, CA

May 2023 - Aug 2023

- Developed and re-engineered a legacy Linux-native application into a React and FastAPI web platform integrating the Autodesk ShotGrid REST API, enabling 100+ production managers to dynamically manage animated shot metadata for feature films with improved accessibility, scalability, and maintainability.
- Enhanced data integration and integrity across the studio's production pipeline by developing automation workflows using Python, Postman, AWS, Snowflake, Apache Airflow, and REST APIs improving overall data reliability.

Software Engineer Intern

May 2022 - Aug 2022

- Designed, tested, and implemented 12+ fixes and features for internal production and employee management tools using React, Django, GraphQL, and Cypress while improving type efficiency through a JavaScript-to-TypeScript transition and delivering user-requested enhancements via Agile and CI/CD collaboration with product design teams.
- Automated employee profile metadata synchronization using Apache Airflow, MySQL, Python, REST APIs, and Ruby on Rails, increasing cross-system sync volume and reliability within the employee records system

### Handle Delivery

Software Engineer (contract)

Remote

Mar 2023 - May 2023

- Scaled cloud infrastructure and mobile platform to support over 13,000 students across 6 universities by optimizing serverless cloud functions using TypeScript and Node.js, strengthening overall user retention and service reliability.
- Supported 4 applications within the platform including the flagship mobile application and admin dashboard utilizing React, React Native, TypeScript, and Firebase

## TECHNICAL SKILLS

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- **Languages:** Python, JavaScript/TypeScript, C#, HTML/CSS, SQL/KQL, Java, C++, GraphQL, PowerShell, Ruby
- **Frameworks:** React, .NET, FastAPI, Express, Next.js, Django, Flask, Ruby on Rails
- **Database:** PostgreSQL, DynamoDB, Cosmos DB, Redis, MySQL, MongoDB, Firebase, SQLite
- **Software and Tools:** Azure, AWS, Git, Node.js, Service Fabric, Profiling analysis, Postman, GCP, Snowflake

## EDUCATION

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### California State University, Long Beach

B.S. Computer Science

Aug 2020 - Dec 2023

GPA: 3.80

*Associated Engineering Student Body, Association for Computing Machinery, CSULB Programming Team, Dean's Leadership Academy, Engineering Honors Program, Google Developer Student Club, STEM Advantage Scholar*

## PROJECTS AND PUBLICATIONS

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Heaptree Website: <https://heaptree.com/>

Jan 2025 - Present

- Heaptree's web platform and SDK enables instant, one-line of code headless VM provisioning using React/Next.js, TypeScript, Python, and AWS (EC2, DynamoDB, Lambda) for asynchronous code execution, testing, and more.

### Comparative Study of Text-to-Image Models: A Focus on Subject-Specific Training for Improved Generation

Publication: <https://scholarworks.calstate.edu/concern/projects/pz50h376p>

Jan 2023 - Dec 2023

- Advised by Dr. Ju Cheol Moon at CSU Long Beach, this comparative study investigates the potential of text-to-image generative models to produce subject-driven content, focusing on Stable Diffusion 1.1.