

# 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.