

Shad Khan

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Experience

Microsoft - Software Engineer II

August 2021 - Present

Azure Cloud Transfer Service (Cross Domain Services): Policy Engine

January 2025 - Present

- Led an initiative to standardize load testing with Azure Load Testing and JMeter. Delivered infrastructure as code ARM templates to provision load test environments and ADO pipelines to automate execution on merges to main, driving teamwide adoption and continuous performance validation against various file sizes and types across 7+ rulesets.
- Built a .NET service to ingest compliance evaluations (ex. Antivirus scans) into Cosmos DB, enabling operators to rapidly diagnose why files fail cross-domain validation across multiple clouds through indexed, queryable telemetry.
- Drove root cause investigations with component teams to mitigate and resolve missing cross-domain data livesites. Leveraged metrics, logs, and Kusto queries to identify and resend stalled objects in the CDS, restoring customer SLAs.

Azure Usage Billing

November 2023 - December 2024

- Enabled billing for 9+ Azure Networking Foundational Services in a new air-gapped cloud (AGC) region under a strict 2-month Managed Access deadline. Stepped up as acting lead in all Billing Syncs with AGC Networking LT, driving end-to-end troubleshooting from Azure RPs to Commerce, unblocking teams, and keeping the region launch on track.
- Authored a Standard Operating Procedure adopted by 75+ cloud engineers across 20+ Azure AGC services, including automation scripts that deploy billing resources end to end, enabling self-serve onboarding for new services.
- Presented a brown bag on how to backfill billing data, enabling the team to independently perform future recoveries.

Azure Storage

August 2021 - October 2023

- Onboarded the Storage Resource Provider (RP) to Azure's outage-management system, enabling automated outage communications to thousands of impacted AGC subscriptions and eliminating manual in-region operator notifications.
- Designed a Storage Cluster Capacity API inside the Stream Layer's Stream Manager (SM) service, centralizing capacity calculations, exposing live diagnostic views for operators, and emitting metrics for real-time capacity observability.

Chewy - Software Engineer

June 2020 - July 2021

Web Platform: Pet Health

- Added core path-to-purchase healthcare e-commerce features to the customer-facing Chewy Web Platform.
- Reduced rendering time to display healthcare pricing options on the Chewy Product Page by 3600 ms by optimizing rendering logic, ensuring that customers can view all pricing options for Chewy Pharmacy items in real-time.

Skills

Python, Linux, Bash, C#, Kusto, Microsoft Azure (ARM Templates, Storage, Cosmos DB), Azure DevOps (CI/CD)

Education

Georgia Institute of Technology

May 2024

M.S. Computer Science, Specialization in Computing Systems

GPA: 4.00

Organizations: Teaching Assistant for CS6035: Introduction to Information Security

University of Maryland, College Park

May 2020

B.S. Computer Science, Minor in Business Analytics

GPA: 3.58

Organizations: Resident Assistant, Technica Hackathon Organizer, Kappa Theta Pi Professional Technology Fraternity