

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

- Built a .NET hosted service to ingest compliance evaluation results (ex. Antivirus scans) into Cosmos DB, leveraging its automatic indexing to enable operators to run fast, precise queries explaining why files failed cross-domain validation.
- Validated production readiness by load-testing our microservice with Azure Load Testing using custom JMeter scripts, sustaining ~300 RPS for 10 minutes without throttling. Extended ARM templates to immutably provision infrastructure as code (subnet, NSG rules, ALT resource) and configured ADO pipelines to trigger automated load tests on merge.
- Triaged missing cross-domain customer data by correlating metrics, logs, and Kusto queries to pinpoint where objects stalled in CDS. Resent affected items to restore SLAs and drove root-cause investigations with component teams.

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, enabling self-serve billing onboarding and accelerating delivery across 20+ services by simplifying the deployment workflow for air-gapped environments.
- Executed the first billing backfill recovery for an AGC service and then presented a brown bag to upskill the team.

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