

# MASHRUR ALAM KHAN

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## OBJECTIVE

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A passionate software engineer with 7+ years of industry experience, I specialize in designing, building and maintaining distributed back-end APIs. I am looking forward to being a part of an innovative team seeking creativity and excellence, where I can leverage my skills, knowledge and experience.

## WORK EXPERIENCE

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### **Flexport, Inc. (Formerly Shopify, Inc., Deliverr, Inc.), Canada**

*Jun 2022 - Present*

*Senior Software Engineer (Remote), Last Mile Prod & Tech*

*This is a continued employment tenure where Deliverr, Inc. got acquired by Shopify, Inc. and later by Flexport, Inc.*

- Designing, implementing and optimizing back-end APIs and microservices in customer's order fulfillment process to facilitate carrier rate shopping, shipping label purchasing, and package tracking, which handles over a million orders every month in North America
- Supervising others in critical, time-sensitive projects and ensuring completion within promised deadlines
- Performing oncall engineering duties, troubleshooting and mitigating production issues, and assisting customers

### **Microsoft Corporation, Inc., Vancouver, BC, Canada**

*Jan 2021 - Jun 2022*

*Software Engineer II (Remote), Microsoft Teams Advanced VoiceApps*

- Designing new features and optimizations for back-end APIs and microservices within Microsoft Teams advanced voice applications, such as auto attendant and call queue. These applications come as part of Microsoft 365 enterprise subscription, and they handle millions of calls worldwide every month
- Performing oncall engineering duties every quarter, taking ownership of customer facing issues in Teams voice applications, and driving them to successful mitigation
- Mentoring the new hires on their way to a quick and effective ramp up

### **Ceridian HCM, Inc., North York, ON, Canada**

*Oct 2017 - Dec 2020*

*Senior Software Developer, Dayforce Assistant*

- Design, implementation and production roll-out of the back-end API for Dayforce Assistant, a chatbot that helps thousands of users every month to perform small, repetitive tasks within Dayforce
- Integration of Dayforce Assistant with both conversational and textual apps (e.g., Dayforce mobile app, Google Assistant, Amazon Alexa)
- Collaborating with other teams within Ceridian to facilitate the highest customer satisfaction

### **Amazon.com, Inc., Kanata, ON, Canada**

*Dec 2016 - Sep 2017*

*Software Development Engineer, Amazon Alexa*

- Design, coding, testing and maintenance of back-end APIs in Alexa communications team
- Participating in oncall engineering duties, providing quick and efficient fix for urgent issues
- Volunteering for the scrum master position occasionally to run short and effective scrum meetings

### **Cisco Systems, Inc., Kanata, ON, Canada**

*Sep 2015 - Nov 2016*

*Software Engineer, Routing Platform*

- Design and implementation of features in Cisco IOS eXR for the ASR9K and XRv9K platforms
- Participating in software releases, supporting test activities and customers

## SKILLS

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Programming Language	C#, Java, Typescript, C, C++
Query Language	SQL, KQL
Markup Language	HTML, XML
Scripting Language	Bash, Powershell
Version Control	Git
Database	Oracle, MySQL, Azure Data Explorer, Cosmos DB, Snowflake
Caching	Redis
Web Service Development	REST
Software Framework	Node.js, .NET (.NET Core), .NET Framework
Development Tools	Microsoft Visual Studio, Visual Studio Code, IntelliJ IDEA, Eclipse
Unit Testing	xUnit.net, NUnit.org, NSubstitute, Moq, Jest
Build & Deployment	CircleCI, Azure DevOps
Cloud Environment	Amazon Web Services, Microsoft Azure
Monitoring Tools	Datadog, PagerDuty, OpsGenie, Firehydrant, SonarQube
Project Management	Github, Azure DevOps, Asana, Jira, Confluence, Notion, OneNote
Communication Tools	Slack, Microsoft Teams, Workplace from Meta
Operating Systems	Windows, Unix, macOS
Other Tools	Dialogflow, Google Actions, L <sup>A</sup> T <sub>E</sub> X, Postman
Best Practices	SOLID principles, Domain Driven Design, TDD

## EDUCATION

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**David R Cheriton School of Computer Science**

**University of Waterloo, ON, Canada**

*Sep 2013 - Aug 2015*

Master of Mathematics (MMath) in Computer Science

Grade: **92.50%**

Thesis Title: **Multi-path Link Embedding for Survivability in Virtual Networks**

**Bangladesh University of Engineering and Technology**

**Dhaka, Bangladesh**

*Jan 2007 - Mar 2012*

Bachelor of Science (B Sc) in Computer Science and Engineering

CGPA:- **3.86** (scale **4.00**)

Rank: - **8<sup>th</sup>** (on a class of 126 students)