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 cross-domain file validation failures across multiple clouds via indexable, queryable telemetry.
- Strengthened the CDS compliance boundary by extending content inspection to files embedded in Virtual Hard Disks.
- Drove root cause investigations with partner teams to mitigate and resolve cross-domain data loss incidents. 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.

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

Education

Georgia Institute of Technology   May 2024
M.S. Computer Science, Specialization in Computing Systems   GPA: 4.00
Organizations: Instructional 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