

Shah Syed

LEAD SOFTWARE ENGINEER

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Work Experience

JPMorgan Chase

Columbus, OH, USA

LEAD SOFTWARE ENGINEER, CCB - CAMP - ASSISTED ACCOUNT OPENING

Jun. 2023 - Present

- Spearheaded greenfield microservice design and development to aid in branch-assisted account opening journey for new customers
- Formulated and executed a strategic plan for the seamless upgrade of a deprecated encryption library, ensuring full compliance with regulations without any disruption to customer experience
- Monitored and rightsized application infrastructure to optimize cost-benefit through internal monitoring tools resulting in \$1000s in monthly savings
- Researched, analyzed, and refactored existing architecture to prepare for AWS cloud migration using the 12 Factor App methodology
- Provided mentorship and guidance to engineers on backend infrastructure and architecture

priceline.com

Toronto, ON, CAN

SENIOR SOFTWARE ENGINEER, FLIGHTS

Jun. 2019 - May 2023

- Designed common Java 17 and Spring Boot common library for bootstrapping microservices for external suppliers by refactoring common boilerplate code
- Launched various supplier connections with Elixir (Phoenix Framework, Ecto) for Hawaiian Airlines, and Air Asia, and Java 17 and Spring Boot microservices for Mystifly, Sabre, Spirit Airlines
- Phased migration of Java 17 applications from on-prem data centers to Google Kubernetes Engine
- Designed caching service and ancillary microservices architecture to store supplier and ancillary information via Google Memorystore for use with Java 17 Spring Boot microservices allowing faster customer experiences, generating \$2 million in revenue every year
- Deployed multiple cost-saving initiatives by removing redundant logging, right-sized resources on GKE for cloud cost-cutting, saving \$600,000 annually
- Developed payment tokenization experiment using LaunchDarkly, Java 17 on core booking functionality in Flights preventing PCI and PII leaks by obfuscating customer data and credit card information through third-party tokenization API

TD Bank

Toronto, ON, CAN

SOFTWARE ENGINEER, MOBILE SERVICES

Jul. 2016 - May 2019

- Implemented microservices design patterns to enhance backend for TD mobile app used by 4.3 million customers
- Notable contributions included solving bugs around TouchID, implementing security pattern POC for hybrid cloud infrastructure

Nielsen

Markham, ON, CAN

JUNIOR SOFTWARE ENGINEER, BUY

Aug. 2015 - Dec. 2015

- Designed an intuitive analytics tool to empower businesses by offering data-driven insights on sales metrics across multiple retail chains
- Facilitated the team's agile transformation by mentoring fresh talent and instilling best practices in Agile Development methodologies

Education

Southern New Hampshire University

Manchester, NH, USA

MBA CANDIDATE, SUSTAINABILITY AND ENVIRONMENTAL COMPLIANCE

Dec. 2023 - Present

- MBA Candidate, specializing in Sustainability and Environmental Compliance
- Studying Data analysis and interpretation, adaptable organizational strategies, ethical, legal and sustainable practices, and best practices for organizational improvement

Ryerson University

Toronto, ON, CAN

BSc, COMPUTER SCIENCE

Sep. 2009 - Jun. 2015

- Awarded Dennis Mock Student Leadership award for demonstrating outstanding voluntary extracurricular contributions the Ryerson Computer Science department
- Equivalent to accredited institution of higher education in the United States and meets USCIS requirements

Technical Skills

Programming Languages and Infrastructure

SYSTEM LANGUAGES

- Java, Elixir, Python

CLOUD INFRASTRUCTURE

- Amazon Web Services (AWS), Google Cloud Platform (GCP), Terraform, Docker, Bash, Kubernetes (K8s)

DATABASES

- OracleDB, PostgreSQL, Cassandra, MongoDB

Software

VERSION CONTROL SYSTEMS

- Git, SVN, Mercurial

MISCELLANEOUS

- Javascript, TypeScript, Spring Boot, Spring WebFlux, Spring MVC, Spring Cloud Gateway, Maven, Gradle, Jenkins, JMeter, BlazeMeter, BitBucket, Jira, Confluence, Microsoft Teams, Split.io, Splunk, Dynatrace, Grafana, Slack, Kafka, OAS 3.0, Swagger, Postman, GitHub, LaunchDarkly, NewRelic, PagerDuty, Sentry, Kibana, Rocky Linux, Debian-based distros

Awards & Honours

GIVEBACKHACK

Oct. 2023 **GiveBackHack Columbus**, 2nd Place Winner - Awarded \$5000 prize

Columbus, OH, USA

TD BANK

Sep. 2018 **TD Bank**, 3rd Place Winner - TD Elevate TechFest

Toronto, ON, CAN

TD BANK

Feb. 2017 **TD Bank**, 1st Place Winner - TD ThinkDigital Tech Jam

Toronto, ON, CAN

RYERSON UNIVERSITY

Apr. 2015 **Faculty of Engineering, Architecture, and Science**, Dennis Mock Student Leadership Award

Toronto, ON, CAN

Projects & Volunteer Experience

Planting.life

Columbus, OH, USA

PRODUCT MANAGER

Oct. 2023 - Present

- Contributed to the business model and product road map for Planting.life
- Worked with technical founder, submitted proposal and won \$5000 2nd place prize at GiveBackHack Columbus 2023
- Link to the application: <https://planting.life>

Phoenix Framework

Remote

OPEN SOURCE CONTRIBUTOR

Sep. 2022

- Contributed to the popular web development framework written in Elixir
- Notable contributions include updating cache manifest
- Link to the PR can be found here: <https://github.com/phoenixframework/phoenix/pull/4913>

Mozilla Firefox

Remote

OPEN SOURCE CONTRIBUTOR

May 2018

- Contributing to the Mozilla Firefox codebase, participating in the implementation, testing, and code review of bugfixes
- Notable contributions include mobile accessibility fixes, mobile UX performance enhancement for reader mode
- Link to the ticket can be found here: bugzilla.mozilla.org/show_bug.cgi?id=1411198