

SYED FURQAN ALI SHAH

Full-Stack Engineer – Platform, Infrastructure & Observability

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Engineer building high-scale platform infrastructure in Go/Python. Architected nAgent (self-updating monitoring across 20k+ VMs, 99.9% uptime), Hyper Sentry test orchestration (70% faster execution), and Ripple multi-tenant SaaS with data isolation.

WORK EXPERIENCE

NEXGEN CLOUD

Full-stack Developer | Mar 2024 - Current

- Accelerated test execution by 70% and increased parallel throughput 3× while reducing flakiness 30%
- Built a unified insights platform, automating workflows and standardizing deployments across infrastructure operations
- Launched a telemetry service aggregating VM data with validation and encryption for faster insight
- Delivered 99.9% uptime monitoring across 20k+ VMs while reducing costs by 30% and MTTR by 50%
- Launched white-label multi-tenant portal with customer analytics and enterprise security for faster onboarding

WANCLOUDS INC

Software Engineer (Python) | Jan 2019 - Mar 2024

- Led LLM-powered natural-language interface for REST API interactions and workflow automation
- Delivered disaster recovery service for cross-region VPC and Kubernetes backup/restore
- Built a translation service enabling cross-cloud migration of VPC and Kubernetes constructs
- Implemented account sharing and contributed to SoftLayer-to-Gen2 migration infrastructure
- Developed workflow orchestration engine used across multiple product teams for task automation

PROJECTS

HYPER SENTRY (TEST ORCHESTRATION PLATFORM)

Lead Developer | Mar 2024 - Current

- Accelerated testing, cut manual execution by 70% and increased parallel throughput 3×.
- Improved reliability, boosted pass rate 25% and lowered flakiness 30% across regressions.
- Reduced operational spend and triage effort, prevented 10% cost regressions and cut failure triage 50%.

INFRAINSIGHT

Lead Developer | Aug 2024 - Current

- Admin Portal for Hyperstack
- Built a unified insights platform for contracts, resources, and reporting.
- Improved reliability with secure access and production monitoring.
- Reduced manual ops by automating workflows and standardizing deployments.

INFRA-AGENT

Lead Developer | Oct 2024 - Current

- Launched a telemetry service aggregating VM and environment data.
- Increased data trust with validation and encryption.
- Enabled faster insights with scheduled collections and repeatable deployments.

NAGENT (HYPERSTACK MONITORING AGENT)

Lead Developer | Jul 2025 - Current

- Delivered 99.9% uptime across 20k+ VMs with self-updating static agent, cutting upgrade failures by 90% through atomic swaps and rollback.
- Reduced metrics ingestion costs by 30% and eliminated thundering-herd spikes via cardinality filtering and jittered scheduling across large VM fleets.
- Improved MTTR by 50% through GPU detection, TLS 1.3 enforcement, and structured logging while preventing regressions in 95% of rollouts.

RIPPLE

Lead Developer | Aug 2025 - Current

- Launched white-label multi-tenant portal enabling custom domains, strict data isolation, and faster onboarding.
- Delivered customer analytics across 8 pages with 7 reusable charts, driving revenue and usage visibility.
- Implemented enterprise security, role-based access, and tenant management, accelerating KPI loads with pre-warming.

EDUCATION

UNIVERSITY OF ENGINEERING AND TECHNOLOGY, PESHAWAR (MARDAN CAMPUS)

B.S. in Computer Software Engineering | Sep 2014 - Aug 2018