

Shan Irshad

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EDUCATION

The University of Texas at Dallas

B.S. in Computer Information Systems & Technology

Awards: 2023 Dean's List

May 2026

GPA 3.6

TECHNICAL SKILLS:

Programming: Python, JavaScript, Java, Bash, C++, C, SQL, HTML, CSS

Technologies: Azure, AWS, GCP, Linux, Terraform, Docker, Kubernetes, Splunk, Dynatrace, Jenkins, Bitbucket, GitHub

Certifications: Azure Administrator, Azure Fundamentals, watsonx essentials

PROFESSIONAL EXPERIENCE:

Mastercard, St Louis, MO

Site Reliability Engineer Intern

June 2025 – Present

- Created AI incident tool using Python and LLMs to ingest Splunk and Remedy data, reducing triage speed by 40%.
- Analyzed 100k Splunk logs to identify root cause using ML toolkit and alert tags, boosting anomaly detection by 25%.
- Built Splunk dashboard for file transfer analysis and applied ML-based detection, boosting reporting accuracy by 15%.
- Automated EC2 provisioning and S3 bucket management using Terraform accelerating cloud deployment by 40%.
- Created Jenkins CI/CD – templates to deploy EC2/S3 resources, enabling microservice testing for file transfer apps.

nutrifyAi, Dallas, TX

Technical Product Management Intern

November 2024 – February 2025

- Led end-to-end product lifecycle for an AI nutrition app, driving product vision and strategy to align with user needs.
- Launched chatbot to solve pain points via user research (15 interviews 100+ surveys), boosting app downloads by 25%.
- Drove cross-functional teams to deliver ML personalization features, improving user experience and activity by 30%.
- Collaborated cross-functionally with teams to optimize AI model performance, increasing user engagement by 45%.
- Established key performance metrics to measure product success, using SQL and Python for feature improvements.

Sirius Development and Technology Co., Richardson, TX

Cloud Engineer Intern

May 2024 – August 2024

- Implemented CI/CD using Azure DevOps and Docker, automating deployments and reducing release cycles by 30%.
- Designed and configured Azure VNets, NSGs, and Firewalls, to boost security and connectivity, ensuring 99% uptime.
- Automated cloud infrastructure using ARM templates, streamlining setup across infrastructure setup across Azure.
- Developed automation tools to streamline infrastructure management, reducing manual workflows by 20%.
- Monitored and Optimized infrastructure using Splunk and Dynatrace allowing issue detection, ensuring 99% uptime.

PROJECT EXPERIENCE:

Ghosted AI – (Cloud CoPilot)

Ghosted AI Project Link

2025

- Built a full-stack AI platform (React, FastAPI) automating AWS from natural language, removing console/CLI usage.
- Developed an AI orchestration layer with GPT-4o via AsyncOpenAI for intent recognition and cloud deployments.
- Engineered backend services for EC2 and S3 lifecycle management, enabling instance control based on user inputs.
- Designed integration with IAM STS role assumption and external IDs to manage infrastructure across environments.
- Implemented Docker, CI/CD pipelines, and structured logging + rate limiting, leading to a 99% test success rate.

Cloud Infrastructure Automation Project – Azure

September 2024 – Present

- Automated deployment of VMs using ARM templates and terraform, reducing provisioning time by 30%.
- Developed Linux-based automation scripts to configure and manage VM instances, improving system efficiency.
- Optimized cloud infrastructure by implementing auto-scaling polices and resource tagging, reducing spending.

LEADERSHIP EXPERIENCE

CIS Tech Leadership Council, University of Texas at Dallas

Technical Program Lead

September 2024 – Present

- Led the development of technical workshops in Python, AWS, and SQL, focusing on business application use cases.
- Coordinated with faculty to create and deliver hands-on learning experiences, improving workshop attendance by 20%.