Hisham Ramadan Mohamed Soliman

Technical Lead, Backend Architecture & Distributed Systems

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Experienced Software Engineer with **9+ years** of building **scalable**, **fault-tolerant backend systems**. Driving the delivery of **business-critical products** and **engineering projects** with a focus on system **reliability**, **performance**, and enabling teams to ship with **quality and speed**.

PROFESSIONAL EXPERIENCE

DELIVERY HERO | TALABAT   Dubai, UAE
Backend Software Engineer | Tech Lead   **Dec 2020 - Present**

- **Enhanced system reliability and operational efficiency** by implementing canary deployments, **stabilizing** the CI/CD pipeline, **optimizing** database performance and **cost efficiency**, **reducing deployment risks,** and improving system **resilience**.
- **Modernized incentives systems**, driving the decommissioning of the legacy discount system and migrating the monolithic voucher system to a microservices architecture. **Orchestrated cross-team collaboration** to enhance maintainability and **ensure a seamless rollout across 9 markets with zero downtime.**
- Designed and implemented a BIN restriction layer for the incentive engine, **enabling long-term multi-million-dollar partnerships** with Visa, Mastercard, and regional banks, unlocking new monetization opportunities.
- **Led technical efforts for** the Pro Subscription Program's Booster & Exclusive Deals, **aligning 9 teams for seamless execution and timely delivery**. Introduced TDD to enhance reliability, fixing critical bugs. **Drove significant growth** in acquisitions, order frequency & average value, and retention.
- **Designed a real-time segmentation service** to power targeted marketing campaigns, increasing relevance, engagement, and revenue growth through improved personalization.
- **Built a data bridge between discount campaign management tools and analytics**, enabling the analysis of millions of vouchers and optimizing incentive spending by preventing over-distribution.
- **Increased test coverage of the monolithic incentive engine to 90%** by leading a strategic refactoring initiative, reducing technical debt, and improving maintainability and reliability.
- **Elevated team effectiveness** by introducing **regular system reliability reviews, a structured Support & On-Call process, and TDD adoption**, fostering ownership, improving system stability, and enhancing code quality through collaborative development.
- **Mentored and guided** junior & senior engineers, fostering team growth and eliminating single points of expertise bottlenecks, leading to increased team efficiency.
- Developed and launched the Refer-a-Friend feature, **which doubled initial conversion rate goals, establishing it as a cost-efficient customer acquisition channel.**

- Designed and launched a high-impact incentive tactic to convert Zomato UAE customers, resulting in significant GMV growth and improved acquisition efficiency.
- *Tech Stack:* *.NET Core (C#), Go, PostgreSQL, Kafka, AWS, Docker, Kubernetes, DroneCI.*

PRIME MINISTER'S OFFICE   **Dubai, UAE**
Full Stack Software Engineer II   **Jul 2020 - Dec 2020**

- Worked on a mission-critical system used in all UAE government entities (Confidential details).

WAHED INVEST   **Dubai, UAE**
Software Development Engineer   **Aug 2019 - Jul 2020**

- Designed and implemented the **Monthly Statements feature**, utilizing **CQRS & Aggregator patterns** to ensure fast, reliable generation for customers.
- Solved a **distributed transaction challenge** in the **Change Portfolio feature** using the **Saga pattern**, ensuring data consistency across investment accounts.
- Built an **event-based retry service with a dead-letter queue**, improving error recovery and achieving a **98% retry success rate** while preventing real-time traffic disruptions.
- *Tech Stack: Go, ElasticSearch, Redis, Kafka, Cassandra, GraphQL, AWS, Docker, K8s, and CircleCI.*

VALEO   **Cairo, Egypt**
Software Applications Engineer   **Apr 2017 - Jul 2019**

- Built and maintained enterprise tools across the full software development lifecycle; using HTML5, VueJS, Python, Java (Spring).

EGYPTIAN ARMED FORCES   **A Mandatory Service**
Software Specialist, Soldier   **Jan 2016 - Mar 2017**

- Automated key workflows in the Military Records Department (Details confidential).

EDUCATION

CAIRO UNIVERSITY   **Cairo, Egypt**
B.Sc. in Computer Science & Information Systems   **2011 - 2015**
Ranked 8th in class | GPA: 3.52 / 4.00 | Grade: Excellent

ADDITIONAL INFORMATION

- Marital Status: Married, Father of one kid.
- Languages: Native Arabic, Professional English.
- LinkedIn: https://www.linkedin.com/in/hisham13