Hisham Ramadan, Software Engineering Lead

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Experienced **Software Engineer** with **9+ years** of building **scalable, fault-tolerant systems**. Skilled in **technical leadership, system design,** and **engineering excellence** to enhance **performance, reliability,** and **cost efficiency**. Seeking an **Engineering Lead** role to build and scale innovative systems while empowering teams for success.

PROFESSIONAL EXPERIENCE

DELIVERY HERO | TALABAT   **Dubai, UAE**
Senior Software Engineer - Backend   **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 discounts system and migrating the monolithic vouchers 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.
- *Tech Stack:* C# (.NET Core), GoLang, 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.

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. of 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.
- Languages: Native Arabic, Professional English.
- LinkedIn: https://www.linkedin.com/in/hisham13