Eslam Hamed

Senior Software Engineer | Full-Stack .NET & Cloud Systems | Distributed Backend Architect

Senior software engineer with 10+ years of experience building scalable backend and full-stack systems across cloud platforms and distributed architectures. Experienced in .NET, SQL, APIs, and event-driven systems, designing and delivering high-traffic services supporting enterprise and consumer platforms. Strong background in system design, performance optimization, and delivering production-grade software in complex engineering environments.

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WORK EXPERIENCE

Senior Software Engineer | AI & Cloud Platforms Engineer

DXWand

(Remote) 01/2021 - Present *Cairo, Egypt*

Senior engineer contributing to the design and delivery of scalable backend systems and AI-powered platforms used in enterprise environments.

- Designed and delivered **backend services and APIs** supporting conversational AI platforms and enterprise knowledge systems.
- Built scalable **microservices and event-driven components** powering chatbot workflows, conversational agents, and automation pipelines.
- Developed integrations with **multi-channel messaging platforms** (WhatsApp, Instagram, Facebook) enabling AI-driven customer engagement workflows.
- Conducted code reviews and mentored engineers on backend architecture, microservices design, and engineering best practices.
- Led technical delivery of **Cogent**, a chatbot SaaS platform **serving 100K+ monthly sessions**, guiding engineering decisions and maintaining high system reliability with **91% response accuracy**.
- Designed backend systems supporting **retrieval-augmented generation (RAG)** pipelines for enterprise knowledge retrieval and AI assistants.
- Implemented distributed **document processing and knowledge ingestion pipelines** for enterprise AI systems.
- Designed and maintained **CI/CD pipelines using Azure DevOps and Azure Pipelines**, enabling automated build, testing, and deployment workflows.
- Contributed to engineering standards including API design guidelines, service architecture patterns, and CI/CD practices for backend services.
- Delivered backend infrastructure and enterprise deployments supporting production systems for 5+ enterprise clients.

Full Stack Engineer | AI Platforms Engineer

DXWand

(Remote) 03/2019 – 01/2021 *Cairo, Egypt*

Full-stack engineer building cloud-based systems and AI-powered platforms across multiple domains.

- Architected backend services supporting **retrieval-augmented generation (RAG)** pipelines used for enterprise knowledge retrieval and AI assistants.
- Built distributed systems integrating **vector search, document processing pipelines, and conversational APIs**.
- Developed an **AI-powered RFP analysis platform**, automating document generation and vendor evaluation workflows — improving comparison accuracy by **80%**.
- Built **Preneurs**, a platform analyzing startup pitch decks and matching them with investors — reducing investor matching time by **60%** through automated document analysis.
- Developed a **real-time speech transcription portal with speaker identification**, improving transcription performance by **3×** for legal documentation workflows.
- Designed and implemented a **semantic search platform for legal legislation**, improving retrieval efficiency by **65%**.
- Delivered full-stack features in **MerlinX**, including conversational UX components, backend logic, and external platform integrations.
- Managed messaging infrastructure and asynchronous workflows using **RabbitMQ and cloud messaging services**.

Software Engineer

Vezeeta

(Hybrid) 07/2017 - 03/2019 *Cairo, Egypt*

Contributed to backend development and system infrastructure at one of MENA's leading health tech platforms.

- Integrated key third-party APIs including **Fawry, Payfort, Salesforce**, and **Cequence**, enabling seamless financial and partner operations across the platform.
- Developed a robust **referral system** with follow-up workflows, event logging, and user interaction tracking to support growth and engagement initiatives.
- Created **Redis**-powered feature flag tool for runtime feature toggling — accelerated A/B testing and rollout cycles.
- Managed and extended messaging infrastructure using **RabbitMQ,** and **AWS SQS** while maintaining core AWS components such as **Lambda functions, CloudWatch alerts**, and **SNS**.

- Played a key role in the system's evolution by supporting the migration to **.NET Core** and introducing **GraphQL** for more flexible and modern API development.
- Built and maintained high-traffic backend services supporting **thousands of daily transactions** across booking, payments, and referral systems.

Software Developer
EgID

(on-site) 10/2016 - 07/2017 *Cairo, Egypt*

A subsidiary of the Egyptian Exchange, and the sole aggregator and distributor of EGX trading data and a software solutions provider for fin markets.

- Developed **online trading dashboard for EGX** with live market data, order execution, and portfolio insights — enhanced UX and system memory performance.

CERTIFICATES

Agile Certificate Software Development (10/2016)
Certified by Egypt's Software Engineering Competence Center, covering agile principles, Scrum practices, and iterative delivery.

Optimal Product Management (12/2022)
Provided By 280 Group. Trained in full product lifecycle management, customer discovery, business metrics, and go-to-market strategy.

EDUCATION

Computer Science Bachelor
FCAI-HU

09/2012 - 08/2016 *GPA: 3.00 - very good with honor degree*

- Graduation Project: Shiny application that provides tools and capabilities for the entire data science process such as data cleansing and visualization. Our Requirements were adopted from EMC2 Corporate to solve real case scenarios by reducing cost, time and money. (R Programming Language)
- Developed machine learning algorithms for classification and clustering such as k-nearest neighbor, linear discriminant function and k-means clustering for classifying and clustering image sets into defined categories. (MATLAB)

SKILLS

- **Programming Languages:** C#, .NET Core, JavaScript, TypeScript, SQL, Node.js
- **Backend & APIs:** REST APIs, GraphQL, Microservices, Event-Driven Systems, SignalR, JWT, OAuth
- **Cloud Platforms:**
  - **Azure** — Functions, App Services, AKS, Key Vault, Blob Storage, Cosmos DB, Cognitive Search, Azure AI Services, Logic Apps, Azure AD, Application Insights, Azure Service Bus
  - **AWS** — EC2, Lambda, API Gateway, S3, DynamoDB, RDS, SQS, SNS, IAM, CloudWatch, Step Functions
  - **GCP** — Cloud services for distributed systems and AI workloads
- **Data & Storage:** SQL Server, PostgreSQL, MySQL, MongoDB, Redis, Elasticsearch, DynamoDB, Cosmos DB
- **DevOps & Infrastructure:** Azure DevOps, Azure Pipelines, CI/CD pipelines, Git, RabbitMQ
- **Frontend:** React, Svelte, HTML, CSS, jQuery
- **Architecture & Design:** Distributed Systems, Microservices Architecture, Serverless Systems, Event-Driven Architecture, Design Patterns
- **AI (Applied):** Generative AI APIs, NLP Systems, RAG-based Knowledge Retrieval

LANGUAGES

Arabic
Native or Bilingual Proficiency

English
Full Professional Proficiency