Ahmed Medhat

Software Engineer | C#/.NET · React · TypeScript

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Languages: English — C2 | Arabic — Native

Professional Summary

Software engineer with commercial experience across QA, site reliability, and production support, plus hands-on full-stack engineering projects using C#/.NET, React/TypeScript, Python, PostgreSQL, REST APIs, Docker, and CI/CD. Brings strong production-debugging depth to software development, with practical experience building multi-tenant applications, automated quality gates, and RAG-backed workflows.

Technical Skills

Core Engineering: C#, .NET Core, Python, React, TypeScript, Next.js, FastAPI, Node.js
Architecture & Data: REST APIs, Microservices, Multi-Tenant Systems, PostgreSQL, SQL Server, Redis, RBAC, OAuth2, JWT
Quality & Delivery: Playwright, Postman/Newman, pytest, xUnit, GitHub Actions, Docker, CI/CD
Cloud & Observability: AWS (ECS, S3, RDS), Microsoft Azure, Vercel, Linux, Sentry, Datadog
Applied AI: RAG, pgvector, ChromaDB, OpenAI API, Claude API, semantic search

Professional Experience

L3 Production Systems Support & Site Reliability Engineer *2025 – 2026*
Intellias *Remote / Hybrid*

- Resolved 700+ production incidents across enterprise SaaS databases, APIs, and microservices, building deep practical knowledge of distributed application failure modes.
- Diagnosed complex defects using application logs, HTTP payloads, SQL transactional states, telemetry, and network traces, then partnered with engineering teams on reproducible fixes.
- Executed live database data repairs during critical incidents inside explicit transactions with pre-verified rollback scripts.
- Automated recurring operational work with Python and Bash and authored RCAs, SOPs, and incident runbooks.

QA Engineer & Site Reliability Engineer *2023 – 2024*
PivotX Solutions *Cairo, Egypt*

- Performed functional, smoke, regression, and release validation while documenting reproducible defects and edge cases for developers.
- Supported application reliability through production diagnostics, issue investigation, and coordination between QA and engineering.
- Worked with engineering teams to verify fixes and prevent regressions across subsequent releases.

L2 Support Engineer *2022 – 2023*
Mubasher International *Cairo, Egypt*

- Resolved complex client software issues through structured ticket triage and remote troubleshooting.
- Built a strong foundation in application diagnostics, customer-facing technical communication, and escalation handling.

Selected Engineering Projects

Enterprise Multi-Tenant SaaS Portal & Automated QA Suite
C#, .NET Core, React, TypeScript, PostgreSQL, Playwright, Docker

- Designed an operations platform with tenant-isolated PostgreSQL schemas, JWT authentication, dynamic role hierarchies, and automated CI quality gates.
- Built backend APIs, frontend workflows, and automated testing around the same production-style architecture.

Autonomous Incident Triage & Defect Detection Engine
Python, FastAPI, pgvector, Docker, Sentry

- Built a log-analysis utility that clusters related stack traces by semantic similarity and generates structured engineering defect briefs.

Identity & Access Compliance Auditor
PowerShell, Python, Active Directory, Jira REST API, SQL

- Built an automated governance workflow comparing directory group membership against approved access records to identify stale elevated permissions.

Education & Certification

Bachelor of Science in Software Engineering *Graduated 2022*
Cairo University

ISTQB® Certified Tester Foundation Level (CTFL) *Issued Sept 2022*
International Software Testing Qualifications Board