



# Emad Ehsanrad

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Senior Software Engineer

## SUMMARY

Experienced software engineer with **7+ years** of expertise in developing **scalable applications** used by over **100,000 users**. Proficient in multiple programming languages and frameworks. Consistently worked in **international environments** with **cross-functional teams** to drive growth through innovative solutions. Committed to continuous learning and adapting to emerging technologies. Good team player and active **open-source contributor**.

## EXPERIENCE

- **Senior Software Engineer, troweb** Dubai, UAE August 2023 - Present  
*AI powered knowledge management system (KMS) for businesses.*
  - Building **RAG pipelines** and designing **agentic workflows** to enhance automation and **intelligent decision-making**.
  - Engineered scalable microservices using **FastAPI** and **gRPC**, ensuring **high-performance inter-service communication**.
  - Designed and implemented an **event-driven** architecture leveraging **Kafka** and **Kubernetes**, reducing latency by 30%.
  - Designed an **onboarding program** for new engineers, ensuring a **smooth transition** and rapid integration to the team.
  - Achieved the **SOC 2 Type 2** certification with the incredible support of both Atom Assurances Services and Sprinto.
- **Senior Software Engineer, edSPIRIT** Dubai, UAE May 2021 - August 2023  
*A cloud-based company experienced in delivering Open edX solutions. Hosting, consulting, and customizations.*
  - Led the design and development of a **scalable SaaS platform**, resulting in a client base of more than 200.
  - Supervised infrastructure transition (**AWS EKS** to in-house clusters) and major upgrades with **99.99% uptime**.
  - Recognized as a **core contributor** in the **Open edX community**, an open-source learning platform used by millions.
  - Developed a real-time KPI dashboard using **OpenTelemetry**, **Grafana**, and custom data pipelines, **improving operational visibility by 40%**, and pushing the culture of making **data-driven decisions**.
  - Partnered with the sales team in client meetings, **translating complex technical concepts** into actionable solutions, leading to improved customer satisfaction and **faster deal closures**.
- **Software Engineer, Pubnito** Toronto, Canada May 2019 - April 2021  
*An international company, experienced in creating content-based platforms and services.*
  - Implemented **multi-tenancy** support, enhancing **scalability** and reducing operational costs by **30%**.
  - Devised a web scraping tool that **automated 100%** of the EPUB creation workflow, saving our content team **3+ months of work** and securing a partnership with the Rice University.
  - Integrated **SSO authentication with Keycloak**, boosting security, system efficiency, and enhancing user experience.
  - Migrated monolithic applications to a containerized environment using **Docker** and **Kubernetes**, improving deployment efficiency and system reliability.
  - Empowered all teams with **workshops**, boosting **skill development** and applying new techniques in daily tasks.

## EDUCATION

- **Kermanshah University of Technology** Kermanshah, Iran  
*Bachelor of Science in Telecommunication Engineering* September 2012 – May 2016

## CERTIFICATES

- **AWS Cloud Practitioner**, Amazon Web Services February 2025
- **Neo4j Certified Professional**, Neo4j Graph Academy January 2025

## SKILLS

**Languages:** Python, JavaScript, TypeScript, SQL, GraphQL      **Databases:** MySQL, JSPostgreSQL, MongoDB, ClickHouse, Neo4J  
**Soft Skills:** Team work, Problem-solving, Adaptability, Communication      **Frameworks:** Django, Flask, FastAPI, Next.js  
**Tools:** Kubernetes, Helm, ELK, Docker, GitHub Actions, GitLab CI, Jenkins, OpenTelemetry, Kafka, NATS, RabbitMQ

## LANGUAGES

**English:** Full professional proficiency (C1)      **German:** Elementary proficiency (A1)