

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.
 - Built **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%.
 - Secured **SOC 2 Type 2** certification through strategic collaboration with Atom Assurances Services and Sprinto.
 - Crafted and executed an **onboarding program** that facilitated a **seamless transition** and rapid integration for new engineers.
- **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)