

# Ahmad Alhour

Munich, Germany \* a.z.alhour@gmail.com \* aalhour.com \* github.com/aalhour

## Summary

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Staff+ engineer with 15+ years of experience designing resilient, high-throughput backend systems and distributed data infrastructure. Proven track record leading cross-functional platform initiatives, contributing to open-source (Apache HBase), and shipping production systems at global scale (Shopify, HubSpot, AS24 & Grafana Labs).

## Work Experience

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### Grafana Labs

Staff Software Engineer

Sep 2025 - Present

Munich, Germany

- Working on Grafana Cloud: Managed observability solution based on OSS stack (mimir, loki, beyla) at scale.
- Tech Stack: Go, jsonnet, Prometheus, OpenTelemetry, eBPF, Kubernetes, & AWS

### HubSpot

Senior Software Engineer II (Data Infrastructure, Apache HBase)

Nov 2023 - Sep 2025

Munich, Germany

- Drive deployment, scaling, and operational reliability of HBase at HubSpot (200+ Apache HBase clusters across 5 production data centers) on top of AWS, docker, and kubernetes.
- Contribute Apache HBase upstream with bugfixes, features, and reviews, directly influencing the evolution of a globally adopted open-source distributed database.
- Designed and implemented automatic memory tuning for HBase JVM processes, significantly reducing OOM incidents by 90% and improving cluster-level resilience under unpredictable load.
- Introduced chaos testing to validate HBase releases against production-like workloads, reducing pre-deployment verification cycles from several days to less than 1 day and catching correctness regressions early.
- Worked on HubSpot's initiative to scale it's infra to 5 data centers in 2024 (see: announcement)
- Tech Stack: Java, HBase, Hadoop, Kubernetes, puppet & AWS

### Shopify

Staff Software Engineer

Jan 2022 - Sep 2023

Munich, Germany

- Led the end-to-end redesign of Shop's merchant eligibility system, shifting from daily batch processing to a real-time, event-driven architecture using Kafka and CDC — reducing merchant & product indexing latency from 48h → 32s for 2M+ merchants and 2B+ products.
- Scaled the Product Understanding ML pipeline to support 140M classification updates/day (up from 100K), by optimizing Redis, MySQL, and Sidekiq worker architecture across services.
- Led cross-functional delivery of Shop Promise across 3 teams — defined the GraphQL API contract, backend service architecture, and mobile app integration, enabling launch to 100M+ users on the Shop app (see: blog)
- Directed technical readiness for BFCM 2022 across 7 teams (40 engineers), designing load test plans, scalability strategies, and failover scenarios — successfully supported 8M merchants and \$7B+ GMV (see: blog)
- Mentored team on writing high-quality system design proposals, setting up observability best practices, and conducting effective incident response reviews under real-world load conditions.
- Full-stack development using RubyOnRails, Sidekiq, Python, Spark & Flink, Kafka, Vitess & GCP

### AutoScout24 (AS24)

Engineering Manager

Jan 2020 - Jan 2022

Munich, Germany

- Managed an 8-person senior engineering team, leading trust and safety initiatives for Europe's largest car marketplace with a focus on fraud reduction and user protection at scale.
- Spearheaded the phased migration of AS24's legacy identity system to Scala + AWS + Okta; led architecture, stakeholder alignment, and project execution — enabling scalable auth for 20M+ users and increasing signup conversion by 37%.
- Re-architected car listings flow with integrated ML classification and fraud detection, reducing fraudulent listings by 40%, recovering 95% of lost leads, and driving a 33% increase in car sales volume.
- Mentored senior engineers on architectural decision-making, project risk management, and stakeholder communication — helping build a high-trust, delivery-focused engineering culture.

## KI labs

Data Engineering Lead

Mar 2019 - Jan 2020

Munich, Germany

- Led a team of 6 data engineers across project planning, architecture, implementation & delivery
- Architected data platforms for Daimler, Lufthansa, and JTI using modern stacks (Databricks, Snowflake, Delta Lake, GCP/AWS) to support scalable analytics and ML use cases.
- Helped launch kaos, an open-source Python-based platform for automating reproducible ML deployments on AWS and GCP using Pachyderm, Terraform, Docker, and Kubernetes: [github.com/KI-labs/kaos](https://github.com/KI-labs/kaos)
- *Full-stack development using Python, Java, Apache Spark, Apache Storm, Docker, Kubernetes, AWS & GCP*

## TrustYou

Senior Software Engineer (Tech Lead)

Jan 2016 - Mar 2019

Munich, Germany

- Led the Data Platform team responsible for ingesting and processing 7M+ hotel reviews/week, building scalable pipelines and observability tools for internal and external analytics.
- Drove expansion of TrustYou's data platform to support review data from Glassdoor and Indeed, enabling diversification of analytics products beyond hospitality.
- Led the Connect team, an API SaaS platform for integrating hotel partners with TrustYou
- Designed and launched API platforms for integrating major OTAs like Booking.com, TripAdvisor, and Google Places — scaling hotel inventory 10x from 40K → 400K properties.
- *Full-stack involvement using Python, Java, PostgreSQL, Docker, Kubernetes, Hadoop, Apache Spark & Kafka*

## CCC, D1G, CommunitiesTech, Freelancing

Software Engineer

Feb 2007 - Dec 2015

Multiple locations

- Several software engineering roles at different companies and locations. For more information, please refer to my LinkedIn profile: [linkedin.com/in/aalhour](https://www.linkedin.com/in/aalhour)

## Education

### B.Sc. Degree

Computer Science

Princess Sumaya University for Technology

Sep 2007 - Jun 2011

- *Capstone project: Natural Language Processing & Sentiment Analysis applications for Arabic Twitter.*
- *Participated in the global IEEEExtreme programming competition (9th place worldwide).*
- *Participated in the regional ACM ICPC programming competition.*

## Open Source

### Open-Source

- **Apache HBase:** An open-source distributed database alternative to Google Bigtable, I shipped a few features and bugfixes: [github.com/apache/hbase/commits?author=aalhour](https://github.com/apache/hbase/commits?author=aalhour)
- **kaos:** A platform for simplifying Machine Learning deployments on the cloud (AWS & GCP) based on Python, Pachyderm, Terraform, Docker & Kubernetes: [github.com/KI-labs/kaos](https://github.com/KI-labs/kaos)

### Educational

- Built multiple databases, compilers, assemblers and educational tools for low-level systems (MIPS, Hack, DSLs, etc.): [aalhour.com/projects](https://aalhour.com/projects)

## Technical Skills

### Languages

Go, Python, Ruby, Java, C#, C/C++, JavaScript

### Infra & Data

HBase, Kafka, Spark, Redis, Vitess, PostgreSQL, MySQL

### Cloud & DevOps

AWS, GCP, Kubernetes, Terraform, Docker, Puppet

### Domains

Distributed Systems, Data Infra, Observability, Open Source