

Megern Qaisse

Senior Business Analyst | Backend SaaS Engineer | AI & Cloud DevOps Specialist

📍 Riyadh, Saudi Arabia | 📞 +966 508397239 | ✉️ mgrn054@gmail.com

🌐 LinkedIn: linkedin.com/in/megernqaisse | 📁 Portfolio: megern.dev (under update)

✓ Available for roles across Saudi Arabia and remote teams (6–8 hr EST overlap)

Summary

Results-driven Backend & DevOps Engineer with 5+ years of experience designing scalable SaaS systems, secure APIs, and cloud-native infrastructures. Proficient in PHP (Symfony, Laravel), Python (FastAPI), and DevOps workflows across AWS, GCP, and Azure. Known for delivering production-ready systems, optimizing database performance, and collaborating cross-functionally to ship business-driven software.

Key Skills

Backend & SaaS: PHP (Symfony, Laravel, Yii), C# (ASP.NET), Python (FastAPI), Node.js, REST APIs, OAuth2, Swagger/OpenAPI

Cloud & DevOps: AWS (Lambda, S3, EC2, SQS), GCP, Azure, Docker, Kubernetes, Terraform, GitHub Actions

Databases: MySQL, PostgreSQL, Redis | Monitoring: Datadog, Prometheus, Grafana

Other: CI/CD, Agile, Git, JSON Schema, TypeScript (basic), Security best practices

Experience

- Freelance DevOps & Backend SaaS Developer | Remote | Jan 2020 – Present

- Built & deployed multi-tenant SaaS platforms with secure REST APIs in PHP (Laravel/Yii) and FastAPI.

- Integrated OpenAPI & OAuth2 flows with Stripe and SSO providers.

- Used MySQL optimization techniques for analytics-heavy workloads.

- Deployed microservices using Docker, Kubernetes, and automated CI/CD on AWS & GCP.

- Designed serverless backend components with AWS Lambda & SQS.

- IT Specialist | Almajed for Oud | Riyadh | Feb 2025 – Present

- Provide first- and second-line technical support for 200+ users—resolving hardware, software & network issues

IT Operations Officer | MESC | Riyadh | Sep 2024 – Feb 2025

- Monitored on-premises and cloud-hosted systems, proactively identifying and resolving performance bottlenecks.

Handled user support tickets related to network access, VPN connectivity, and file-share permissions, achieving a 95% on-time resolution rate.

- IT Operations Associate | Lailai Almzaj | Riyadh | Oct 2022 – Sep 2024

- Maintained server performance and resolved technical issues across business units.

Education & Certifications

BSc in Information Technology, Saudi Electronic University (2024)

Azure Fundamentals (AZ-900) – Microsoft (2025)

IBM Certificates: DevOps, Full-Stack, Cybersecurity, Data Science (2024)

Languages

Arabic (Native), English (Fluent)