Mosab Ibrahim

Buckinghamshire, United Kingdom

+447415654481 | mosab.a.ibrahim@gmail.com | mosab.co.uk | mos3abof | mosab

Work Experience

Neon Inc   *Remote, United Kingdom*

Senior Site Reliability Engineer   *Apr 2025 - Present*

- The SRE Team is responsible for managing Neon's multi-region, multi-cloud deployment in close collaboration with the broader engineering team, as well as improving the reliability of the overall platform. All the features we want to implement can only reach our customers if the changes are delivered in a reliable way, which means the SRE team plays a significant role in defining our pace of development.
- **Technical Skills:** Go, Linux, PostgreSQL, Kubernetes, Distributed Systems, Database Infra

Career Break   *United Kingdom*

Career Break   *Sep 2024 - Apr 2025*

- Time dedicated to family and personal care.

Meta / Facebook   *London, United Kingdom*

Production Engineer   *Mar 2022 - Aug 2024*

- Member of the Backup and Restore team, building services and tooling ensuring the ability to recover data from backups for both the MySQL and ZippyDB (main key/value store at Meta) reliably, efficiently and correctly, serving as the defence line against data loss and corruption across all our family of services and apps (Facebook, Messenger, Instagram, and WhatsApp, serving 3.7 Billion users). MySQL at Meta is one of the largest -if not the largest- installations on the planet.
- Focused on the recovery area, leading and implementing projects ensuring and unblocking our ability to restore huge amounts of data in disaster scenarios, and projects that reduce RTO (Restore Time Objective) for the datastores we support.
- Participated in and influence roadmapping sessions and team prioritisation efforts, building shared consensus, listening to feedback, and deriving insights from production issues, insights, and toil to ensure we are always working on the most important projects.
- Participated in oncall rotation, leading investigations into incidents related to our services, as well as helping other teams recover from incidents in their tech stacks with backups of their data (including high visibility SEVs and incidents).
- Identified performance bottlenecks in backup and restore agents running fleet wide, and implemented fixes reducing the memory and compute footprint of those agents running on hundreds of thousands of serves.
- Lead many investigations into production issues and incidents, ensuring they are mitigated, root-caused, and have the proper follow up actions that are properly assigned to owners and tracked their progress until they are resolved.
- Improved investigation practices and introduced new best practices (that were adopted by our team and other teams in the org), and continuously improved team's monitoring dashboards and alert suite to surface issues that were not visible enough, incorporating data points from investigations and incidents.
- Designed and implemented integration with new services and platforms at Meta that our services depend on (e.g. storage services for backups).
- Lead and participated in multiple decommissioning projects for services that impact all team at Meta ensuring they are decommissioned responsibly and reliably.
- Mentored juniors on the team, and onboarded new team members to our stack, practices and culture, ensuring they have all the context they need to succeed, as well as unblocking them and helping them be successful in their role in the team and the company.
- Production Engineering at Meta combines software, systems, and infra engineering. Production Engineers are known for their ability to work on a wide variety of projects across multiple teams supporting the 3.7 billions users of our platforms.
- **Technical Skills:** Python, Rust, Golang, Linux, MySQL, ZippyDB, Distributed Systems, Database Infra, Thrift, Mercurial

Twitter
London, United Kingdom

Senior Site Reliability Engineer *May 2020 - Mar 2022*

- Member of Twitter Database SRE team providing entire company with Database infra, mainly MySQL clusters (both dedicated, and multi-tenant), in addition to PostgreSQL, Vertica, and Druid clusters).
- Designed and built a service that automates toil in the team. The service resulted in a 98% drop in "time to provision resources", that is more than 100k person-hours worth of savings (i.e. >139 person months, >11.5 person years) in the next few years.
- Monitored and improved availability, scalability, performance and reliability of services owned by our team.
- Participated in the team's oncall rotation, ensuring production issues and incidents are uncovered and addressed properly.
- Lead projects to reduce oncall noise, and authored runbooks and documentation improving the team's incident response posture.
- Mentored and onboarded new team members to the team, the tech stack, and helped them become effective and successful members on the team.
- **Technical Skills:** Python, Flask, SQLAlchemy, Linux, MySQL, PostgreSQL, Vertica, Druid, Apache Mesos, Apache Aurora, Git

GoCardless
London, United Kingdom

Site Reliability Engineer *Mar 2019 - Mar 2020*

- Protect, provide for, and progress the software and systems that make up the GoCardless product, supporting product teams in the deployment of high quality services.
- **Technical Skills:** Golang, PostgreSQL, GCP, Kubernetes, Terraform, Helm, Elastic Search, Kibana, Linux, Docker, Git, Prometheus, Grafana, Thanos

WeQ Global Tech GmbH
Berlin - Germany

Software Engineer *Nov 2017 - Mar 2019*

- Developed, deployed & maintained customer facing services handling billions of requests per day.
- Created and maintained infrastructure as code for both new and legacy systems/microservices.
- Implemented autoscaling and self healing features into new services.
- **Technical Skills:** PHP, Java, Spring Boot, Vert.x, Kafka, Linux, MySQL, MongoDB, AWS, Docker, Docker Swarm, Terraform, Vagrant, Jenkins, Prometheus, Grafana

Levelset (formerly zlabs, acquired by Procore)
Cairo - Egypt

Sr. Software & Platform Engineer - Tech Lead *Mar 2013 - Oct 2017*

- Lead the team in designing & developing an internal platform for data verification and research process.
- Lead the migration of the levelset.com platform to a microservices based architecture, and mentored the team throughout the process.
- Designed & built the API that enabled Levelset to onboard enterprise customers by bulk importing their projects into the platform.
- Worked with enterprise customers to integrate their systems with our API and provided them with the support they needed to successfully onboard to the platform.
- Designed and built the PDF generation engine that generated legal/financial letters for all our customers to secure their lien rights. This is the core feature of the platform.
- Designed & and lead building various growth products/features that acquired new customer segments.
- **Technical Skills:** PHP, Symfony, Linux, MySQL, Neo4j, AWS, RabbitMQ, Apache Web Server, Soap API, Rest API, Jenkins, Git, Nagios, New Relic

Senior Software Engineer, DevOps *Mar 2013 - Oct 2017*

- Overhauled, stabilised and scaled the MySQL backing infrastructure.
- Designed the new cloud infrastructure (AWS), built automation tools and established system monitoring, performance measurements, and fully automated deployments
- Migrated the platform from single point of failure virtual private servers (Slicehost) to the cloud (AWS).
- Worked closely with engineers and business folks to identify and solve operational and customer issues with our services, tools and apps.
- Optimised time to release by orders of magnitudes (from 2 days to an average of 3-5 minutes), and improved uptime (99.99% from several outages a week).
- Maintained and operated Git source repositories, defining branching strategies and tutoring the engineering teams about it.
- **Technical Skills:** PHP, Symfony, Linux, MySQL, Neo4j, AWS, RabbitMQ, Soap API, Rest API, Jenkins, Apache Web Server, Git, Nagios, New Relic

Handmade Studios
Cairo - Egypt

Senior Software Engineer *Jun 2012 - Feb 2013*

- Designed, developed & maintained an editorial website for entrepreneurs and startups.
- **Technical Skills:** PHP, Symfony, Linux, MySQL, MongoDB, AWS, Apache Web Server, Git

Inmobly

Senior Software Engineer

Cairo - Egypt

Nov 2011 - May 2012

- Designed, developed & deployed API backends for two mobile apps that recorded and streamed videos.
- **Technical Skills:** Python, Flask, SQLAlchemy, Rest, AWS, Subversion (svn)

Bluw i LTD

Technical Consultant

Cairo - Egypt

Jun 2011 - Sep 2011

- Implemented a social network for entrepreneurs to raise funds from angel investors.
- **Technical Skills:** PHP, Drupal, AWS, Apache Web Server, Git

Wuzzuf.net

Software Engineer, Tech Lead

Cairo - Egypt

Apr 2010 - Apr 2011

- Designed the architecture and laid out the technical vision and guidelines for Wuzzuf.net, the leading platform in Egypt and the Middle East.
- Worked with, guided, and mentored the team in executing the technical vision, and delivering Wuzzuf.net from scratch.
- Worked closely with the CTO and CEO.
- Designed, created, monitored and maintained the infrastructure of Wuzzuf.net.
- **Technical Skills:** PHP, MySQL, AWS, Apache Web Server, Mercurial, CakePHP, Doctrine ORM, BitBucket

Arabia Inform

Senior Software Engineer

Cairo - Egypt

Nov 2009 - Apr 2010

- Designed and built an in-house media archival and indexing solution with media encoding and advanced search capabilities and features.
- Implemented and launched ads management infra and services for the company's websites network.
- Mentored other teams on infra upgrade and migration projects.
- **Technical Skills:** PHP, Drupal, MySQL, Apache Web Server, OpenX, AWS, Git

Citex Software

Software Engineer

Cairo - Egypt

Oct 2008 - Nov 2009

- Implemented a social network for entrepreneurs to raise funds from angel investors.
- **Technical Skills:** PHP, Drupal, MySQL, AWS, Git, Apache Web Server, Nagios

Media International

PHP Developer

Cairo - Egypt

Jan 2007 - Sep 2009

- Designed, developed, deployed various PHP projects for customers and maintained them in production ensuring their availability.
- Lead various data migration projects for clients including, ensuring safe, correct, and efficient data migration from legacy systems to the new solutions we implemented with minimal to no downtime.
- Created and maintained the "Tech Radar" for the org.
- Designed and implemented load balancing linux for web services.
- Designed and implemented MySQL architecture, including replication.
- Implemented a service to centralise file and object management solution for our services.
- Designed and implemented the monitoring strategies and infra for our services, and was heavily involved in resolving production issues, and maintaining our services availability and uptime.
- **Technical Skills:** Linux, MySQL, PHP, Drupal, Joomla, Moodle, Apache Web Server, Nagios

20at.com

PHP Developer

Cairo - Egypt

Jun 2004 - Dec 2006

- Designed and implemented a content management system (CMS) from scratch to meet the demands of editorial and business requirements.
- Designed and executed data migration projects from the legacy systems of to the newly developed services with minimal downtime.
- Maintained the online services and website and defined the strategies and tooling for bug fixing and security patches.
- Developed and shipped features (including whole new sub-portals) to meet the business and editorial needs for major and current events (e.g. a full new portals for reporting on Football World Cup 2006, Presidential elections in Egypt, and some of the major conflicts in the area.).
- **Technical Skills:** PHP, Linux, MySQL, Linux, AWS, Apache Web Server, S/FTP

Open Source Projects

Toggl Target

- A CLI tool that helps planning weekly working hours on top of Toggl time tracking.
- Featured in Toggl's official documentation as a reference API client implementation in python.
- **Technical Skills:** Python, Requests.

Grid Status Now

- A service that monitored Egypt's power grid load status, and visualised the data in a useful way. The project exposed the data via a restful API.
- **Technical Skills:** PHP, Symfony.

Power Close

- A browser addon to close tabs based on a domain name or a keyword that is part of the URL.
- **Technical Skills:** JavaScript, Firefox, Chrome.

Other Projects

- Created and contributed to other projects that you can find on my website or github profile.

Education

University of Cairo   *Cairo, Egypt*

Bachelors of Computer Engineering [Dropped Out]   *Fall 2003 - Summer 2007*

- Attended a few years divided between: Architecture, then Civil Engineering, then Computer Engineering, and a semester or two in Commerce.
- Dropped out due to personal/family circumstances and responsibilities.

Languages

English   Professional proficiency

Arabic   Native proficiency