Abdelrahman Hesham

Software Engineer

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PROFESSIONAL SUMMARY

Full-stack software engineer who works end-to-end across mobile, backend, web and cloud, from system design to the user-facing product. Builds cross-platform apps in Flutter (BLoC/Cubit, Clean Architecture, TDD), backend services in Node.js, NestJS and Strapi, and production web platforms in SvelteKit and Next.js. Recent work includes the Iraqi Ministry of Finance platform, now live at mof.gov.iq after a migration from SharePoint and a move from AWS to Azure, plus a bilingual corporate website and client support system for ArchItechs. Backed by 6+ years in enterprise technical support and incident management at Dell and Orange, bringing strong debugging instincts, API integration skills and a reliability-first mindset to every project.

TECHNICAL SKILLS

Mobile: Flutter · Dart · BLoC · Cubit · Provider · GetIt · Custom Widgets · Tween Animations

Backend: Node.js · Express.js · NestJS · Strapi 5 · TypeScript · TypeORM · RESTful API Design · JSON

Web / Frontend: SvelteKit · Svelte · Next.js · React · Chart.js · JavaScript · HTML · CSS · i18n & RTL (Arabic)

Architecture: Clean Architecture · SOLID · Dependency Injection · System Design · RBAC · Transactional Outbox

Testing & Security: TDD · Unit, Integration & E2E · Load/Stress Testing (k6) · Rate Limiting · Security Reviews

Databases: PostgreSQL · Redis · MongoDB · Supabase · Firebase

Cloud & DevOps: Azure (VMs · Front Door · Blob Storage · Key Vault · Container Registry · Communication Services · Bicep) · AWS (EC2 · S3 · CloudFront) · Cloudflare · Docker & Compose · Nginx · CI/CD (GitHub Actions) · Linux CLI

Networking: Cisco Routers & Switches · MPLS VPN · OSPF · EIGRP · BGP · Wireshark · Active Directory · SMB

Languages: C · Embedded C · Python · Dart · JavaScript · TypeScript

Methods: Agile / Scrum

EXPERIENCE

Software Engineer · ArchItechs · Cairo · Part-time

May 2026 – Present

- Lead backend, system design and cloud work on the Iraqi Ministry of Finance platform, from the SharePoint migration through the move to Azure and launch on mof.gov.iq.
- Built the company's bilingual website, client portal and support/ticketing system (see Key Projects).
- Work end-to-end, from data modeling and API design to the user-facing interface, CI/CD and production operations.

Flutter Developer · Aqarmap · Cairo

Oct 2025 – Present

- Built and maintained scalable Flutter features using BLoC/Cubit state management for a leading real-estate platform.
- Applied Clean Architecture with GetIt dependency injection to improve modularity and testability.
- Designed custom widgets and Tween animations to improve UI responsiveness and UX.
- Drove TDD practices through comprehensive unit and integration test suites, ensuring release-quality reliability.
- Integrated RESTful APIs and handled complex JSON data flows for seamless backend communication.

Technical Support Engineer L2 · Dell Technologies · Cairo

Mar 2022 – Jul 2025

- Resolved complex enterprise hardware/software issues collaborating with multi-functional global teams.
- Provided structured feedback to Engineering, contributing to product quality improvements.
- Managed customer expectations and priority triage across concurrent high-impact cases.
- Drove excellence through quality closures and escalation protocols, maintaining high CSAT scores.

Incident Management Specialist · Orange Business Services · Cairo

Feb 2019 – Mar 2022

- Owned chronic and complex network incidents for enterprise clients, using diagnostics tools and network utilities.
- Built carrier relationships to meet SLA targets across MPLS VPN and DSL infrastructure.
- Acted as case manager driving cross-functional resolution for recurring critical incidents.

KEY PROJECTS

Iraqi Ministry of Finance — Government Web Platform, CMS & Cloud mof.gov.iq

- Migrated the ministry's bilingual Arabic/English website off SharePoint, which was hitting Microsoft Graph rate limits, into a Strapi 5 block-based page builder with a SvelteKit frontend. Wrote the import tooling that moved ~240 pages and 700+ media files and documents.
- Merged a separate NestJS/Prisma backend into Strapi so one service owns content, users and permissions. Built a React admin dashboard as the single source of truth for a three-level (role → department → user) permission model, with email-OTP login, department-scoped editing and a submit → review → publish workflow.
- Rebuilt six Power BI budget dashboards natively in Svelte + Chart.js and added an Excel upload pipeline with a step-by-step wizard, so staff can publish new reports from their own workbooks with per-report access control.
- Moved the whole stack from AWS (EC2, S3, CloudFront) to Azure with Bicep: Cloudflare → Front Door → Nginx on a VM running the containerized services, PostgreSQL and Redis, with Blob Storage for media, Key Vault for secrets and credential-free email through Azure Communication Services. Cut over to the ministry's own domain.
- Ran a security review and k6 load/stress tests (up to 800 concurrent virtual users), then fixed rate-limiting and proxy-trust defects that were throttling every visitor as a single client. Public-site failures under load went from 85% to 0, and CMS p95 latency from 13 s to 1.6 s.

ArchItechs — Corporate Website & Client Support System architechs.ca

- Redesigned the bilingual (English/Arabic, RTL) company website in Next.js, with a product showcase and a client portal where customers sign in, open tickets, attach files and follow replies.
- Built the support/ticketing API in NestJS + TypeORM: separate client and staff accounts, hashed session tokens in httpOnly cookies, single-use password-reset links, and numbered tickets with files and client-hidden internal notes.
- Built reliable notification email on a transactional outbox (written in the same transaction, claimed by a worker with *SKIP LOCKED*) with branded bilingual templates. Covered by 21 unit and 22 end-to-end tests.
- Deployed with Docker Compose behind Nginx on a VPS through GitHub Actions, with schema migrations run on every deploy and Cloudflare in front.

BSG Group — Production Web Platform bsg.business

- Built and shipped the production website for a multi-division holding company (technology, media, real estate, trade) operating across Canada, Egypt, Lebanon, and Iraq, using Next.js.

EDUCATION

BSc, Electronics & Communications Engineering · **Misr International University** · **Cairo**
2013 – 2018

CERTIFICATIONS

- ITIL® Foundation Certificate in IT Service Management · Axelos (Valid Oct 2024 – Oct 2027)
- ISM Version 4.0 · Dell Technologies (Apr 2022 – Present)
- CCNA Routing & Switching (200-125) · Cisco
- Embedded Systems Diploma · IMT School
- Backend and System Design Course

LANGUAGES

Arabic: Native | **English:** Highly Proficient (C1+)