

# ZAID ELKHADER

## Senior Software Engineer

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### PROFILE

Senior Software Engineer with 5+ years of experience designing and delivering distributed, event-driven systems in high-stakes financial environments. Deep expertise in .NET, microservices architecture, and high-throughput API integrations. Consistent track record of improving system performance, automating critical workflows, and mentoring engineering teams. Comfortable owning complex technical problems end-to-end — from architecture decisions to production support.

### SKILLS

<b>Languages &amp; Frameworks</b>	C#, .NET 9, .NET Core, Entity Framework Core, JavaScript, OutSystems
<b>Architecture</b>	Microservices, Event-Driven, DDD, CQRS, N-Tier, RESTful API Design
<b>Data &amp; Messaging</b>	SQL Server, MongoDB (Change Streams), Redis, RabbitMQ, MassTransit
<b>Security</b>	JWT Authentication, Encryption Protocols, API Gateway (Apigee)
<b>Infrastructure &amp; DevOps</b>	Docker, IIS, Azure DevOps, Git, Linux/Windows Server Deployment
<b>Observability</b>	Serilog, Sentry, OpenTelemetry, Distributed Tracing

### EMPLOYMENT HISTORY

#### Senior Software Engineer

Ard Group — Tech Hub | Aug 2025 – Present

- BNPL Financial Integration:** Orchestrated a Buy Now Pay Later integration between Balady Services and Al Rajhi Bank via an Apigee API Gateway, unifying billing systems and securing high-value financial transactions.
- Bi-Directional Data Sync:** Engineered TicketFlowHub, a real-time sync engine between DAEM CRM and Azure DevOps, eliminating data drift and achieving 100% accuracy for enterprise Change Requests.
- Observability & Tracing:** Implemented end-to-end telemetry using Serilog and Sentry, achieving full operation coverage across distributed transactions and significantly reducing MTTR.
- System Resilience:** Replaced brittle point-to-point integrations with a RabbitMQ event-driven architecture, ensuring uninterrupted payment processing during high-load periods.
- Performance Optimization:** Designed a multi-level Redis caching strategy delivering sub-50ms query response times for high-volume invoice lookups, directly improving checkout performance.
- Zero-Downtime Config Management:** Built a runtime configuration system using MongoDB Change Streams, enabling live business rule updates without service restarts or deployments.
- Operational Integrity:** Implemented advanced state validation logic across multiple backend systems, preventing record inconsistencies before finalizing critical financial operations.

#### Senior Consultant — Software Engineer

PwC Middle East | Nov 2023 – Aug 2025

- Microservices Architecture:** Designed and delivered a scalable master data management microservice using OutSystems, .NET, and SQL Server — centralizing customer data for multiple high-impact banking applications.
- Workflow Automation:** Led end-to-end automation of back-office processes including account opening and loan processing, cutting processing times and reducing manual errors for a major financial services client.
- API Design & Security:** Architected a suite of secure RESTful APIs with JWT authentication and encryption, enabling interoperability across complex enterprise systems while meeting financial industry standards.
- Performance Tuning:** Optimized SQL view integration with microservices to improve data access speed and reporting performance, contributing directly to SLA adherence improvements.
- Team Leadership:** Mentored junior engineers on backend architecture and low-code best practices; collaborated with client-side teams to resolve critical production incidents in real time.

#### Software Development Engineer

Labiba for AI | Oct 2020 – Nov 2023

- Distributed Notification System:** Led full-cycle design and implementation of a high-volume notification platform in C# / .NET 6, covering API design, failure handling, and distributed consistency for Messenger and WhatsApp.
- Application Architecture:** Pioneered N-Tier application design using both code-first and database-first approaches with SQL Server and Entity Framework, establishing reusable architecture patterns across the team.

- **Messaging & Integration:** Managed asynchronous API consumption via RabbitMQ for complex chatbot workflows; integrated FaceTec biometric technology to enhance identity verification security.
- **Deployment & Support:** Oversaw IIS-based deployments on Linux and Windows servers; resolved complex production issues across diverse client environments, maintaining high system availability.
- **Documentation & Standards:** Authored technical documentation for chatbot system components; introduced standardized code review practices and Git-based version control workflows.

## EDUCATION

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**B.S. Software Engineering** — Applied Science Private University, Amman

Oct 2016 – Aug 2020

## CERTIFICATIONS

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Associate Reactive Developer (OutSystems 11)