MUHAMMAD OSAMA

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PROFESSIONAL EXPERIENCE

Rewaa:

Software Engineer II   **September 2025 - Present**
- Co-led the design and launch of '**Publish**' feature, automating inventory creation across external channels; feature adoption reached **90%** among omni users.
- Introduced **feature flagging** with Launchdarkly in omni microservice, enabling widespread controlled rollouts and A/B testing of features.
- Reduced customer support tickets by **20%** by enhancing logs with detailed error messages, enabling quicker self-diagnosis and resolution of issues
- Designed and implemented an event-driven **WhatsApp integration** using **AWS SQS, and Unifonic API**, leveraging a modular service architecture
- Mentored a new team member, reducing ramp-up time and ensuring alignment with team engineering standards.
- Engaged in the entire SDLC, from ticket grooming with the product team to conducting code reviews.

Software Engineer I   **April 2024 – August 2025**
- Designed and implemented an omni service which connects sellers to various e-commerce platforms (Salla, Zid, WooCommerce).
- Worked on testing, deployment and ongoing maintenance of a scalable microservice using **Docker** and **AWS**.
- Successfully migrated users from monolith to microservice-based architecture with **95% customer satisfaction.**
- Integrated real-time monitoring dashboards on **Datadog** for proactive service performance monitoring, resolving **90%** of issues proactively and maintaining **99.9%** uptime.
- Implementing proven design patterns and using **domain-driven design** for modularity and decouple business logic.
- Developed an alerting system using AWS SNS and Slack to provide real-time failure notifications.
- Actively work on customer issues to debug outages, performance issues, and response delay such as database performance tuning, infrastructure setbacks and processing timeout.

DigitalHire: Software Engineer I   **June 2023 – April 2024**
- Backend development working on delivering multiple layers of features leveraging the microservice architecture in **Spring Boot** and **MySQL**.
- Integrated **event-driven architecture** with Kafka that **eased** and **reduced** time in communication between microservices by **15%**.
- Improved API response time by **30%** by adding optimization in business logic and database queries.
- Achieved 100% **test coverage**, resulting in 30% **reduction** in post-release defects.
- **Collaborate** with internal and external stakeholders also engineering leaders leading to a 20% deduction in the development cycle. Using **paired programming** across teams to ensure on-time delivery.
- Incorporating systematic **refactoring**, **code readability,** and **TDD** to increase high code maintainability by 30%.
- Optimize video uploading process using **chunking** and ffmpeg library increase performance for users.
- Actively participated in building **containerized** applications using Docker and **deployed** on AWS.

Astera, Pakistan: Software Engineer Intern   **June 2022 – August 2022**
- Developed a **feature** and **fixed bugs** in their data warehousing product to improve **user flow**.
- Suggested and implemented **data masking** techniques in their DWBuilder, resulting in **10%** better analytics results.

EDUCATION

B.S, Computer Science   Institute of Business Administration   **2019-2023**

PROJECTS

BidBuy,
- Develop a bidding marketplace, make **RESTful APIs** in the backend, and gain knowledge about the MERN stack and Cloudinary for cloud storage to store photos.

ChatApplication,
- Design a chat application using React and NodeJS with SocketIO library with NPM to perform chats between different users.

ACTIVITIES

- Participated in the Topi on-site round of **ICPC 2022** and came in the top **15** teams from all over Pakistan

TECHNICAL SKILLS

Languages/Framework: SpringBoot, Kotlin, SQL, NestJS, NodeJS, AWS, Angular, ReactJS, TypeScript, Java, JavaScript, Python, Hibernate, Ktor, JUnit, Mokito

Tools: MySQL, Apache Kafka, Docker, PostgreSQL, Datadog, Jira, Firebase, MongoDB, Github, Figma, OpenAI API