

Bassam Ismail

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SUMMARY

Engineering leader with 13+ years of experience in architecting and scaling distributed systems, cloud-native platforms, and high-performance services. Proven track record in technical leadership, system design, and cross-functional collaboration. Passionate about solving complex engineering problems, enabling engineering teams, and driving product impact.

TECHNICAL SKILLS

Languages: Go, Python, JavaScript, TypeScript, PHP
Infra: AWS, Kubernetes, ArgoCD, Terraform, Helm, GitHub Actions
Data: Postgres, Redis, Kafka, Iceberg, Athena, DuckDB
Monitoring: OpenTelemetry, Prometheus, Grafana
Frameworks: Fiber, FastAPI, Nest.js, React.js
Architecture: Distributed Systems, Microservices, System Design, Scalability, Reliability Engineering

WORK EXPERIENCE

- Axelerant** Jun 2023 – Present
Director of Engineering
 - Spearheaded design and launch of a multi-region Fantasy Gaming platform handling **10k–50k concurrent users** with **sub-150ms latency**, driving new revenue streams.
 - Architected a **15+ microservices** ecosystem on Kubernetes (EKS), achieving **99.99% uptime**, regional failover, and **10x auto-scaling** during peak loads.
 - Optimized event ingestion and betting logic in Go/Python, **halving memory usage** and **doubling throughput**, improving customer experience and cost efficiency.
 - Established observability with Prometheus + OpenTelemetry, **reducing MTTD by 60%** and enabling proactive incident response.
 - Shaped technical strategy, led architecture reviews, and mentored engineers, raising technical bar and scaling team capabilities.
- ClipboardHealth** Jan 2023 – May 2023
Principal Software Engineer
 - Drove development of dashboards adopted by **thousands of healthcare professionals**, improving usability and increasing engagement by **15% in 3 months**.
 - Automated scheduling, payroll, and compliance workflows with API integrations, saving **100+ weekly hours** and reducing manual errors.
 - Partnered with product and operations to align engineering execution with business goals, influencing roadmap and feature prioritization.
 - Implemented release automation with DevOps/QA, reducing production incidents by **30%** and improving delivery predictability.
- Axelerant** Oct 2017 – Dec 2022
Engineering Manager
 - Led distributed teams of **15+ engineers**, delivering scalable enterprise solutions across multiple high-value clients.
 - Championed DevOps and CI/CD modernization, reducing deployment cycles from weeks to **daily releases**, accelerating product delivery.
 - Guided adoption of microservices and event-driven architectures, scaling systems to handle complex client requirements efficiently.
 - Mentored engineers through structured programs; multiple mentees promoted to senior roles, building a leadership pipeline.
- Acquia** May 2016 – Sep 2017
Senior Software Engineer

- Engineered reusable front-end solutions with Drupal and React, deployed across enterprise clients serving millions of users.
- Authored a project template standardizing front-end architecture, reducing setup time by **40%** and improving onboarding.
- Partnered with architects and product managers to set direction for enterprise platforms balancing scale and maintainability.

Axelerant

Oct 2012 – Apr 2016

Software Engineer

- Built complex front-end architectures using Drupal and JavaScript frameworks, powering high-traffic client applications.
- Collaborated with pre-sales to design technical architectures, contributing to multi-year client wins.
- Led documentation and onboarding initiatives that accelerated delivery velocity and reduced ramp-up time.

EDUCATION

BSc in Information Technology

2011 – 2014

University of Kashmir

CERTIFICATIONS

CKA • CKAD • OTCA • JSNAD • JSNSD • AWS CAIP • DRUPAL EXPERT