

Khaled Nassif

Senior Software Engineer | High-Scale Telecom Systems | DevOps Exposure

Sohar, Oman | Open to Relocation within the GCC and Lebanon | +968 93874736 |

khaled.nassif3@gmail.com |

[KHALED NASSIF | LINKEDIN](#)

Professional Summary

Senior Software Engineer with 10+ years of experience in high-traffic telecom systems, including 6+ years focused on Java backend development for platforms serving millions of users.

Specialized in Java and Spring Boot microservices, with strong expertise in performance tuning, distributed systems, REST APIs, and production support.

Refactored legacy services to improve performance and maintainability, while continuing to support existing deployments during migration.

Hands-on experience in DevOps environments, including Docker, Linux, and infrastructure automation.

Education

Bachelor's Degree in Information Technology and Computing - Arab Open University/Beirut.

Core Skills

- **Backend & Architecture:** Java 21 (and previous versions), Spring Boot (layered architecture, Spring Data), MVC (Dao pattern), JDBC-based data access, Microservices architecture, RESTful API design, charging/billing integrations, web integration.
- **Messaging & caching:** RabbitMQ, Redis.
- **Databases:** MySQL, Oracle, Postgres.

- **DevOps & Infrastructure:** Docker & containers, Linux, NGINX, WireGuard VPN, Proxmox, pfSense Firewall, Ansible playbooks, Basic Kubernetes knowledge, Production Support.
- **Frontend:** Angular, Flutter, TypeScript.
- **Tools & Systems:** Git, Maven.

Professional Experience

DEVOPS & CYBERSECURITY ENGINEER (INDEPENDENT SERVICE PROVIDER – UAE/OMAN)

MAY 2025 – PRESENT

- Deployed, configured, and troubleshoot secure environments using KASM, NGINX, WireGuard VPNs, Proxmox VMs, and pfSense firewalls for a company in the UAE.
- Automated and orchestrated deployments with AWX and Ansible playbooks.
- Delivered third-level support and consultancy as an external service provider, securing client infrastructures.
- Strengthened and consolidated my expertise in deployment and system operations alongside my software development background.

SENIOR SOFTWARE ENGINEER (APLIMAN TECHNOLOGIES - LEBANON)

JAN 2020 – MAY 2025

- Developed, deployed, and maintained core backend services for telecom products (Missed Call Alert, Voicemail, Collect Call, PokeMe, Nametag ...), supporting high-traffic environments with tens of millions of users across 35+ operator deployments worldwide (MTN, Vodafone, Ooredoo, etc.), including legacy platforms, optimized legacy codebases, and microservices-based architectures across cloud and on-premises environments.
- Supported full project lifecycles including production support, client-specific change requests, troubleshooting, and continuous service enhancements in fast-paced telecom environments.
- Refactored and optimized services (MCA, PokeMe), increasing peak handling capacity by more than 15x in some deployments (from ~100 TPS causing CPU spikes and DB instability to ~1500 TPS on a single server), significantly improving system stability while reducing infrastructure requirements and operational costs.
- Contributed to migration towards microservices architecture, splitting large systems into smaller services to improve maintainability and deployment flexibility.
- Optimized data models, indexes, and code by applying SOLID principles, Spring Boot layered architecture and clean coding practices, while maintaining data integrity, especially in distributed systems.
- Enhanced performance and scalability of services by redesigning synchronous flows into asynchronous processing where possible using RabbitMQ, background workers, and non-blocking inter-service communication patterns, alongside query

optimization, caching and batch operations, lowering response times for some operations from multiple seconds to milliseconds under heavy load.

- Led QA efforts directly for load and stress testing, identifying limits and planning improvements accordingly.
- Enabled dynamic behavior using database-driven configurations, reducing the need for code changes across deployments and enforcing scalability.

SCRUM MASTER – CONCURRENT ROLE (APLIMAN TECHNOLOGIES)

JAN 2024 – MAY 2025

- Scrum Master for the CallCompletion Suite and Nametag teams, facilitating and organizing teamwork and tasks while ensuring deliverables were completed on deadlines.
- Organized Scrum ceremonies (backlog refinement, retrospective, review, planning, and daily stand-ups) using tools such as Miro, Planet Poker, Jira, and Git.
- Coordinated between team members and tracked progress on Jira/Bitbucket boards.
- Contributed to resolving cross-team dependencies through participation in Scrum of Scrums meetings across multiple teams.

VAS TEAM LEADER (APLIMAN TECHNOLOGIES)

JAN 2017 – JAN 2020

- Managed a team of 4 engineers (onsite and remote).
- Planned and distributed tasks while contributing technically.
- Followed up on progress and supported team members when needed.

VAS JOURNEY BUILDER (APLIMAN TECHNOLOGIES)

SEPTEMBER 2015 – JAN 2017

- Designed and implemented telecom service flows (USSD, IVR, SMS, OBD) based on operator requirements.
- Configured and deployed services using internal platforms developed by the company.
- Worked closely with telecom environments to ensure correct integration and behavior across different operators.
- Focused on service configuration and flow design, prior to transitioning into core backend development roles.

NETWORKING + COMPUTER MAINTENANCE (SELF-EMPLOYED)

2010– 2014

- Worked on hardware/software troubleshooting and networking.
- Completed online courses in networking and programming.

Additional Information

- Nationality: Lebanese
- Date of Birth: 25/1/1984
- Place of Birth: Kuwait
- Languages: Arabic (Native), English (Fluent).