

Kareem Al Fakhry

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EXPERIENCE

Senior Software Engineer | Notifications & Social Platforms

Jun. 2019 – Jun. 2026

Wattpad | Toronto, ON

- Architected and led the rebuild of Wattpad's notification stack, replacing PHP monolith delivery with Go services (Kafka, gRPC/Protobuf, Redshift-backed audience pipelines) handling **1,700+ notifications/sec** for **90M+ monthly active users** and eliminating weekly incidents triggered by high-traffic story releases
- Built the notification scheduling engine (AWS EventBridge, Lambda, DynamoDB) that enabled campaign-based marketing notifications for the first time, driving a **30% increase in campaign-driven engagement** and growth in premium subscription revenue
- Led the consolidation of comments, reactions, and trust & safety logic from legacy PHP and Go services into a unified Go-based Social Platform, reducing system fragmentation and accelerating delivery of new social features
- Migrated Social Feed infrastructure to Go services, standardizing how activity events were processed and delivered to users, driving a **40% increase in feed engagement** within two weeks of launch
- Drove technical design for cross-platform social features including polls, reading list likes, comment sorting, and user badging, partnering across product, UX, web, and mobile from specification through rollout
- Shaped architectural direction and led technical mentoring for a **team of 6**, coaching intermediate engineers into project leadership; the team's track record earned it ownership of the Social domain as a second area of responsibility
- Drove incident response as a core on-call responder for Wattpad's production systems, helping maintain uptime and reducing incident response times through rapid triage, debugging, and cross-team coordination

Software Engineer III | Core Software Group

Apr. 2015 – May 2019

Cisco Systems | Ottawa, ON

- Awarded the **2018 Cisco Pioneer Award** for core contributions to pyATS, Cisco's flagship test framework used globally for network device automation and validation
- Led development of Xpresso, an internal CI platform delivering end-to-end test execution, testbed management, and analytics, transitioning the architecture from a monolithic Django app to cloud-based microservices
- Architected a Django web application automating Cisco package distribution, reducing release processing time by **400%** through automated validation, testing, and documentation generation
- Built RESTful API gateway and real-time Kafka consumer services using Node.js and Express, enabling WebSocket-driven live updates and improved system scalability

Software Development Intern | Packet XC Development

Jan. 2013 – May 2014

Ciena | Ottawa, ON

- Built automation tooling, regression test frameworks, and log parsing/validation scripts for SONET/SDH packet transport systems

EDUCATION

University of Ottawa

Master of Engineering, Engineering Management | 2014

Carleton University

Bachelor of Engineering, Electrical Engineering (Distinction) | 2012

TECHNICAL SKILLS

Languages: Go, Python, TypeScript, JavaScript, PHP, SQL

Backend & Architecture: Microservices, Distributed Systems, gRPC, Protobuf, REST APIs, Event-Driven Architecture

Cloud & Infrastructure: AWS, Kubernetes, Helm, Flux, Docker, Terraform, GitHub Actions, CI/CD

Observability & Ops: Datadog, PagerDuty, CloudWatch, SLOs

Data & Messaging: Kafka, PostgreSQL, Redis, Redshift, SNS/SQS