

Abdullah Diab

PROFILE

I am an Engineering Manager and a Software Engineer at a Principal/Staff Developer level. In the last three years I focused on systems design, people-, tech-, and product management, and mentoring. I adapted my self to manage people, care for them, and to do my own achievements through them. I believe I can do much more when I enable people to do their jobs.

My management style is humble yet authoritative, democratic leading the change from within by transforming and coaching, people-centric yet pragmatic and led by results.

SUMMARY

- 15+ years of experience in Software Development and Engineering
- 6+ years of experience in managing Software Engineering teams
- Successfully led many teams from their forming stage until they became high performing teams
- Successfully created, handled, grew, and transferred the tech part of a blooming startup in Dubai

SKILLS

- Performance management, coaching, mentoring, personal development and improvement plans, resource allocating, conflict resolution, objective setting, connecting tech teams to product and leadership teams, Scrum master;
- Java, Python, Perl, JavaScript, C/C++, Go, PHP, Ruby;
- SQL/NoSQL, Docker, Kubernetes, AWS/GCP, micro-services, distributed systems, system design, CI/CD, testing, REST APIs, GraphQL.

EXPERIENCE

SENIOR SOFTWARE ENGINEER & TEAM LEAD (ENGINEERING MANAGER),
BOOKING.COM; AMSTERDAM, THE NETHERLANDS – 6+ YEARS

Jul 2020 - Present (As an Engineering Manager)

- Currently managing a team of four engineers responsible for the meal-plans and other services that our partners can do during guests' stay

Nov 2019 - Jul 2020 (As an Engineering Manager)

- Led the Food team of 3 backend developers, 2 fullstack developers, and 1 frontend developer; the team was responsible for the restaurant reservation service on Booking.com, we handled everything there from A to Z
- Was responsible for many of the technical decisions, system designs, goals and planning for the team
- Maintained and helped reshape the infrastructure of our backend, with tens of micro-services running in the cloud using Kubernetes

- Solely designed, developed, deployed and maintained a highly available system for gathering user behaviour data on different platforms around the department, validating it, enhancing it, and making it available for real-time metrics as well as real-time machine learning models. Engineered a pipeline for the data availability and storage in a failsafe way, with high availability (99.999%) and very low latency (95% of requests get response in under 100ms). Data was available later for data scientists in a very structured and uniform way to query and build models on top.
- Managed underperformers, resolved conflicts, and was responsible for the performance evaluation for my team, as well as acting as an advisory for other team leads
- Worked very closely with the senior management and the product management to put up plans for tech and product for three years ahead, translating their plans into an executable plan with milestones and objectives
- Defined SLIs and SLOs for most of the micro-services the team was responsible for.
- Mentored and coached plenty of developers, helping them with their seniority and career in general. Grew a couple of engineers into their next career steps.
- Led the team through its different stages until it became a highly performing team
- Acted as a scrum master for the team

Feb 2019 - Nov 2019 (As an Engineering Manager)

- Led the Shopping team of 1 backend developer, and 3 fullstack developers; the team was responsible for many partnerships around the shopping experience for travellers using Booking.com, we handled everything there from A to Z
- Led our technical discussions with different partners around the world, like The Dubai Mall, Dufry, and Global Blue.
- Was responsible for the infrastructure of our platforms, ensuring its availability and scalability to match the SLAs we had with our partners and other stakeholders.
- Maintained and helped reshape the infrastructure of our backend, with tens of micro-services running in the cloud using Kubernetes
- Defined SLIs and SLOs for the team's services
- Led the team through its different stages until it became a highly performing team
- Managed underperformers, resolved conflicts, and was responsible for the performance evaluation for my team.
- Was responsible for translating product plans into executable tech plan with milestones and clear objectives
- Acted as a scrum master for the team

Nov 2017 - Feb 2019 (As an Engineering Manager)

- Leading the HR iPaaS Team

- Started the first team in Booking that would look into solving HR problems using in-house tech
- With a team of 2 other developers, designed, developed, deployed and maintained a highly available system that would act as a data bus connecting all HR systems together through a single point connection.
- Implemented GDPR for employee data through proper field-level ACL implementation.
- Designed and maintained a few servers for the data analysts to run their reporting without validating GDPR.
- Worked on defining a new way for Booking to do performance reviews, keeping the privacy and the usability a priority.
- Solely designed, developed, deployed, and maintained an employee data vault that is still in use now, enabling different systems to store employee data with highly customisable policies. The system was GDPR compliant with proper auditing for data access and change management.
- Managed underperformers, resolved conflicts, and was responsible for the performance evaluation for my team.
- Was responsible for the product management as well as the development of its systems, as this team had no product owner.
- Acted as a scrum master for the team

Mar 2017 - Nov 2017 (As a Senior Software Engineer & Onboarding Lead)

- Started managing people besides my job as a senior developer
- Onboarded new comers to Booking.com, and was responsible for making sure they pass their probation and get up to speed with how things work at Booking.com
- In total I managed to onboard 60+ people in this role to Booking
- Coached and mentored most of them for an extended period of time to ensure they do very well in their jobs
- Helped the newcomers around the laws of the Netherlands, housing in Amsterdam, and the Dutch language
- Built a few internal tools to track teams' progress and objectives, worked very closely with the then CTO (Brendan Bank) and the then CPO (David Vismans) of Booking, to translate their requirements for such a tool into reality, the tool tracked each team's OKRs and mapped how closely they contribute to the organisation's OKRs and the company in general, allowing managers to pick up which teams are working on which objectives and track their progress
- Maintained my connections with the mobile backend work and was responsible for many systems built for it

Jul 2016 - Mar 2017 (As a Senior Software Engineer)

- Continued my support for different mobile apps teams
- Refactored and built the support for mobile push notifications on the backend
- Built a centralised utility for users to get and manage their notifications on the web and on mobile apps
- Created a lot of engagement campaigns through push notifications to get our users to check the app more, increasing the open rate of our mobile apps by ~ 10%
- Gave a lot of trainings and courses to backend developers on the mobile APIs
- Built data pipelines that would automatically generate different city pages with a lot of useful information for the users, like how busy the city is and how the weather is on different months of the year, harnessing the powers of our big historical data in Hadoop

Dec 2014 - Jun 2016 (As a Software Engineer)

- Worked as a Backend Developer on the Mobile Backend team
- Helped shape and build the mobile APIs for the Android and the iOS apps
- Was responsible for a lot of successful experiments that ended up increasing the conversion rate and the success rate of our mobile APIs by hundreds of bookings per day
- Handled the backend support for 4 different mobile app teams
- Mentored and coached new mobile backend developers
- Built a couple of very important internal tools that made it easier for mobile app developers to debug the backend calls, and to toggle some of its features on and off
- Made it possible for the mobile endpoints to be automatically documented as they change, ensuring mobile app developers understand what each endpoint does and what parameters it needs

Overall in Booking, I've used and mastered most of the the following technologies: Perl, Python, Golang, Java, Spring Boot, DropWizard, Docker, Kubernetes, Google Cloud, Amazon Cloud, Bash Scripting, CI/CD (GitLab), Git, Puppet, GraphQL, REST APIs, MySQL, Hadoop, HTML, CSS, JavaScript.

SOFTWARE ENGINEER, DEVOPS & HEAD OF ENGINEERING, YOUTAGIFT.COM;
DUBAI, UAE – 2 YEARS

- Developed and deployed YouGotaGift.com, and maintained its servers;
- Key role in connecting all the departments of YouGotaGift.com – leadership, marketing, design, product development, technology, customer support, and accounting teams;
- Advised our clients on integration methods and redemption processes;
- Scrum master and engineering manager for a team of 5 developers.

SOFTWARE ENGINEER & DEVOPS, SYREX; DUBAI, UAE – 1.5 YEARS

- Developed social networking and eCommerce applications;
- Developed mobile applications for Android;
- Deployed and maintained web applications on Linux servers

SENIOR WEB DEVELOPER, BRIGHTSOFT; DAMASCUS, SYRIA – 2 YEARS

Developed web applications and developed a portal for Arab kids
(www.bawabaty.net).

EDUCATION

Damascus University, Damascus, Syria – Bachelor of Engineering in Software Engineering and Information Systems, 2006-2011

LANGUAGES

Arabic, English, Dutch.

REFERENCES

I have collected a lot of references and feedback that I've received from my colleagues, managers, and the people I managed over the last few years. I highly recommend taking a look at this page to get to know my impact through the words of others: <http://bit.ly/adiab-em-cv>.