Mahmoud **BHAYA**

Engineering Manager

+33761449579 | mahmoud@bhaya.me | Paris, France | linkedin.com/in/b-moud | bymoud.com

SUMMARY

Experienced engineering leader focused on building healthy and high-performing teams of software engineers and leaders, in B2B and B2C organisations.
Proven ability to effectively lead the delivery of impactful solutions and co-create product development strategy with partners and stakeholders.

WORK EXPERIENCE

Engineering Manager | Omnipresent | Remote   Jan 2022 - July 2023

Led two cross-functional platform teams responsible for centralising global employment knowledge and standardising the approach to microservices architecture to help 10 application teams focus on their business domains.

- Improved developer experience by investing in contract and end-to-end testing, resulting in higher quality software releases with less than 2% change failure rate.
- Reduced support request lead time by defining an on-call process that automatically matches requests with teams' ownership, resulting in a 70% decrease in escalated customer service requests.
- Built a culture of mob programming and pairing by creating a psychologically safe environment where knowledge and clarity of purpose are shared between team members, resulting in an average of 16 deployments per week in production.
- Spearheaded the buy vs. build decisions by evaluating the risk, value, and cost of third-party solutions. This led to the implementation of a knowledge configuration system that gave the company the flexibility to support its international expansion and saved $32,000 contract costs.
- Reduced spend on two vendor contracts by 20% by negotiating and adjusting package deals, resulting in cost savings for the engineering department.
- Designed a no-code country agnostic platform for payroll experts to configure employer cost calculations independent of product and engineering teams, reducing implementation time from one day to less than 15 minutes.
- Coached managers and aspiring leaders across the organisation through regular mentoring sessions supporting the promotion of 2 senior engineers to staff engineers, and helping managers in situations involving measuring impact, building alignment, and motivating teams.

Engineering Manager | Payfit | Paris, France   Oct 2019 - Jan 2022

Led 4 different platform and solution teams responsible for document management, notifications, design system and time management, enabling Payfit's growth into a leading European HRIS and Payroll provider, reaching €35M ARR and €1B valuation.

- Identified engineering waste in the team and enabled prioritisation of initiatives that reduced MTTD and MTTR by a factor of 30 and 7, respectively, ultimately reducing time spent on maintenance and fostering a culture of technical excellence.
- Enabled engineers to participate in problem discovery via user interviews and RUM (real-time user monitoring) sessions, fostering a culture of ownership which ultimately increased engagement and motivation across the team.

- Adopted Domain Driven Design (DDD) principles and practises to build alignment across the product organisation and manage uncertainty in collaboration with domain experts, resulting in continuous and sustainable delivery of business value.
- Spearheaded the organisation of teams using the grow and split pattern, mapping business domains to teams and empowering engineers to choose their preferred domains resulting in highly focused and engaged teams with a low turnover of 12.5%.
- Guided 3 senior engineers who became successful team leads and staff engineers over 21 months through empowerment, effective delegation, and guidance to achieve their career goals, providing examples of engineers who were promoted to leadership positions.

Android Tech Lead | Veepee | Paris, France   Apr 2017 - Oct 2019

Led a distributed team of 12 Android engineers in an agile environment across the core platform and 7 feature teams, responsible for Android e-commerce with revenue of over €1M per day.

- Coordinated the creation of quarterly Android app roadmaps with cross-functional feature teams and the Android core platform team, resulting in deliverables that balanced business value increments and technical debt reduction.
- Pioneered the app's migration to a modular architecture by splitting the monolith into more than 20 loosely coupled modules, improving developer efficiency.
- Gave 3 technical talks at DroidCon Romania, DevFest Nantes, and Devoxx Morocco in 2018, which contributed to an increase in the hiring pipeline.
- Improved the code review process by making Android engineers collectively responsible for it. This resulted in multiple merges per day on the main branch, which ultimately reduced the effort required to resolve branching conflicts.
- Implemented a rating component that prompts users to provide feedback in the Play Store, increasing the app's rating from 3.8 to 4.0.

Mobile Software Engineer | BazarChic | Paris, France   June 2015 - Apr 2017

Responsible for developing new features and maintaining the Android app in collaboration with backend software engineers and occasionally assisting with iOS development.

- Integrated Crashlytics into the Android app to gain insight into the app's performance, resulting in incremental improvements and increasing the crash-free user rate from 93% to 99.8% in 2 months.
- Consolidated analytics in the iOS app by grouping similar events sent to different SDKs under the same functions, reducing inconsistencies between analytics platforms to less than 5% per event.

EDUCATION

École Centrale | Lille, France | M.S. Architecture & Organisations' Management   2012-2013
E.H.T.P. | Casablanca, Morocco | M.S. Computer Science   2010-2013

SKILLS

Node.js	AWS	Event Storming	Team Management
React	PostgreSQL	Impact Mapping	Product Management
Java	Kotlin	Swift	Objective-C

MORE

Earlier experience and references available on request.