Mike Naji

Software Engineer

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CV Objective

I build backend and reliability-critical systems — currently on the core ride-matching engine at Snapp!, after three years as a Site Reliability Engineer there. I care about understanding systems well enough to find what others can't, and I use LLMs heavily as leverage — but I still own the outcome.

Work Experience

Snapp!

Software Engineer, Offering · Jul 2026 – Present

- Diagnosed a consumer-registration bug that spiked CPU to 100% and then left it idle for extended stretches after rolling deploys; fix cut P99 latency for batch ride-processing from ~5s to ~500ms
- Profiled config processing and caching with Pyroscope, predicted ~12% CPU savings, and shipped a fix that cut CPU and memory usage by ~8%
- Tuned resources across the team's Redis clusters, releasing 60 CPU cores and fixing replica main-thread CPU saturation; fixed a maxmemory misconfiguration (~11% of pod memory) that caused key evictions and was close to a major incident
- Built an LLM-powered ops skill that manages Redis, RabbitMQ and application components, monitors and analyses their health, and records changes, ADRs and future plans
- Working on the core ride-matching engine

Snapp!

Site Reliability Engineer · May 2023 – Jun 2026

- Handled incident management and root cause analysis, progressing from on-call shifts into SRE Production Core for the most complex incidents — including reproducing incidents in staging to confirm root cause
- Reduced MTTD to under 6 minutes and MTTR to under 15 minutes
- Hardened super app infrastructure and database platform to support a sister venture's BNPL platform ahead of its Black Friday campaign after prior-year downtime; the campaign ran with zero incidents
- Built a Go library that turns OpenTelemetry spans into unified Prometheus metrics, adopted company-wide, powering a live map of service dependencies and latency
- Built Changall, a full-stack tool for tracking infrastructure changes and managing their approvals, organizing 70+ change requests per month
- Designed business-metrics exporters (SQL databases, Prometheus, ClickHouse) for high-level business metrics and service/domain-specific metrics
- Gathered database metrics into organized dashboards with proper alerting, improving observability across 100+ database machines
- Led incident response for DDoS attacks, with fast detection and mitigation
- Defined SLIs/SLOs for application services across the company
- Built and maintained internal tooling: Prometheus, Grafana, AlertManager, legacy Ansible jobs (deprecated), CI/CD pipelines, LLM-assisted incident-investigation automation, the ELK logging stack, Jaeger/OpenTelemetry tracing, and Pyroscope profiling

RasaTelecom

Co-founder & Software Engineer · Sep 2019 – Apr 2023

- Co-founded an IT services company serving local businesses and factories
- Built VmBox, a Go product integrating WHMCS billing with VMware vCenter to fully automate VPS provisioning
- Owned VmBox end-to-end as a product — marketing, customer support, technical planning, and full product maintenance
- Delivered VoIP calling and automatic-responder systems, virtualization setups, and IoT/Raspberry Pi projects for local businesses and factories

Ramzinex

DevOps Engineer · Sep 2022 – Jan 2023

- Built the monitoring stack from scratch (Prometheus, Grafana, dashboards, alerting)
- Supported migration from async PHP calls to an event-driven, Kafka-based architecture; partitioned topics for exchange-scale load
- Set up GitLab CI/CD pipelines with GitLab Runner-based Docker deployments
- Maintained deployments and monitoring of the PHP/Laravel monolith on the Docker platform; added logging to the code, parsed logs with the ELK stack, and built dashboards for business and technical metrics

Prolar

Full-stack Developer · Mar 2019 – Aug 2019

- Full-stack development on an education platform (course publishing, enrollment, payments) in JavaScript/Meteor
- Built an Elasticsearch-backed search engine for the platform, merging data from multiple sources

Freelance

Freelance Developer · Jul 2018 – Mar 2019

- Built freelance projects for small businesses, including a from-scratch Node.js e-commerce site for a home furnishings retailer
- First hands-on experience deploying and managing Linux servers

Education

Tabriz University (2018 – 2022)

Computer Engineering, Bachelor

Picked up a lot of ideas here, through structured study of important topics like production load, development, and reliability.

Madani SAMPAD High School (2012 – 2018)

Mathematics

Built the electronics for a national neuroscience competition (2nd place) — a remotely controlled rat maze and a steerable robotic cockroach — which is what got me into C, Arduino, and embedded systems.

Key Skills

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

Backend & Systems: Backend Development, Real-time Systems, WebSockets, API Design, Node.js

Infrastructure & SRE: Site Reliability Engineering, Incident Response & RCA, System Design, Kubernetes, Docker, HAProxy, Nginx, Envoy, Linux, GitLab CI/CD

Observability: Prometheus, Grafana, OpenTelemetry, Jaeger, Kibana, Pyroscope, Loki, Tempo, Profiling

Data & Messaging: MySQL, MariaDB, MongoDB, Redis, Elasticsearch, Kafka, RabbitMQ, EMQX / MQTT

Frontend: React

Notable Project — VmBox

VmBox is the flagship product built at RasaTelecom: a virtualization server management system connecting VPS providers' WHMCS billing platforms to VMware vCenter infrastructure, fully automating provisioning that operators previously did by hand — including end-user console access.

The core is written in Go; the front end in React. Owned end-to-end: engineering, marketing, customer support, and technical planning.