

MOHAMAD BACHIR SIDANI

Principal Engineer · Systems Architect (Pega CSSA, LSA in progress)
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SUMMARY

Engineer of record for Murex's two enterprise CRM platforms: ten years owning their end-to-end architecture, their Pega 8 to 25 lifecycle, and the microservices estate around them. The platforms carry Murex's client support and sales for a global client base of 300+ banks and 60,000+ daily users across 65 countries. Pega Certified Senior System Architect (Lead System Architect in progress), leading a five-engineer team, and building À La Menu independently in parallel.

KEY ACHIEVEMENTS

- Both CRM platforms in production at Murex scale: Customer Service CRM built from scratch (live since 2018), Sales CRM extended after acquisition, together supporting 300+ client banks and 60,000+ daily users.
- Pega 8 through 25 upgrades across both platforms with zero production downtime, backed by 100% Playwright coverage of main business objects.
- CI/CD deploy time cut 92 percent (3 hours to 15 minutes) through pipeline parallelization, holding 95% microservices coverage and 70% in Pega rules.
- À La Menu shipped solo and live with restaurants: QR ordering, a menu-editing AI agent, and streaming translation across 20+ languages, all in production.

PROFESSIONAL EXPERIENCE

Senior Software Engineer & Scrum Master

Murex Lebanon, 2020 to present

- Own end-to-end architecture of both Pega CRM platforms and the supporting microservices: security models (Azure AD, SAML 2.0, OAuth 2.0), data flows, integration patterns, and the architecture decision records behind every major change.
- Architected the microservices landscape: Spring Cloud Gateway at the edge, admin and client-management services behind it, and an async Python FastAPI PDF platform (Celery, RabbitMQ), Dockerised on AWS ECS with Kubernetes-based test environments.
- Internal subject-matter expert for CRM development tooling: six years of active code review across CRM, microservices, and integration work, regular technical interviews, and 5 junior engineers mentored.
- Scrum Master for the five-engineer platform team (SAFe), recognized by leadership for sustained velocity gains.

Software Engineer (Internal)

Murex Lebanon, 2018 to 2020

- Promoted from external contractor to internal full-time engineer, hand-picked from a small group of top-performing developers based on technical contribution and delivery record.
- Expanded scope to a React-based User Administration platform across multiple client organisations, plus Mule ESB integrations to PeopleSoft, Marketo, and the Data Warehouse.

Software Engineer (External Consultant)

Murex Lebanon, 2016 to 2018

- Built Murex CS CRM from scratch on Pega, contributing to core objects (Projects, Cases, Solutions, Customer Rights File, Module Map) leading to 2018 production go-live.
- Led Murex's full PeopleSoft to Pega enterprise migration: extraction, transformation, and loading of complex object hierarchies (Projects, Cases, Solutions, Notes with CLOB attachments), with referential integrity preserved across the entire data model.

iOS Developer

Intalio GS, Beirut, 2015 to 2016

- Built enterprise iPad applications for Qatari government institutions (Qatar MMUP, Ministry of Foreign Affairs, Prime Minister's Office). Promoted from intern after winning Intel Ideathon at Berytech 2014.

INDEPENDENT PRACTICE

2015 to present, parallel to full-time work

Ten-plus shipped App Store apps across eleven years, including Qibla Pro (5,000+ reviews, 4.8 stars). Tech lead for WhatsDoc, a HIPAA-compliant telehealth platform for DIAHCO Group. Currently building À La Menu (ala.menu), a multilingual restaurant SaaS designed, built, and run solo: QR menus with zero-commission real-time ordering, an AI agent that edits whole menus from plain language, streaming AI translation across 20+ languages, multi-tenant architecture, and freemium subscription tiers. Live with restaurants today.

EDUCATION

Bachelor of Science in Computer Science, Lebanese American University (LAU), 2015.

CERTIFICATIONS & AWARDS

Pega Certified System Architect (CSA), Pega Certified Senior System Architect (CSSA), Pega Lead System Architect (LSA) in progress, Mindbreeze Expert (2020), Intel Ideathon Winner Berytech 2014, SAFe Fundamentals & Scrum Master Principles & Liberating Structures Facilitation.

TECHNICAL STACK

Pega. Versions 7 through 25, case management, decisioning, ABAC/RBAC, Pega Mobile, Tracer & PAL.

AI & Agents. Production AI shipped in À La Menu: a tool-calling menu-editing agent and streaming translation pipelines with caching and guardrails. Prompt engineering, agentic development with n8n orchestration, hosted LLM APIs and local-model inference, Model Context Protocol familiarity. Two-plus years hands-on.

Backend. Java Spring Boot, Spring Cloud Gateway, Python FastAPI, Celery, Mule 3/4, RabbitMQ, PostgreSQL, Redis.

iOS (11 years). Swift, Objective-C, SwiftUI, UIKit, async/await, Combine, Live Activities, StoreKit 2, Firebase.

Frontend. React, Next.js, TypeScript, Tailwind CSS, custom Atlassian Confluence plugins.

Cloud, DevOps & Quality. AWS (ECS, S3, EFS, RDS), Azure AD, Kubernetes (test environments), Docker, GitHub Actions, Jenkins, Playwright, SonarQube, Black Duck, SAML 2.0, OAuth 2.0.

LANGUAGES

Arabic (native), English (native).