

Jameel Ur Rahman

Staff Software Engineer

Backend | DevOps | Platform | AWS

Colombo, Sri Lanka

Sri Lanka Citizen, Hong Kong Permanent Resident
Open to Remote Roles (Full Time & Contract)

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[LinkedIn](#) | [GitHub](#) | [Blog](#)

SUMMARY

- 10+ years of software engineering, technical and non-technical leadership at scale.
- Full Stack Software Engineer with a focus in Backend and DevOps Engineering.
- Lead 3 cross functional team with up to 25 people delivering company wide initiatives.
- Cloud Architect in AWS with a great understanding of Microservices and Majestic Monolith.
- Highly hands-on, “lead from the front” mentality.
- 5+ years of experience working remotely leading distributed teams across HK, SG, PL, UK and RO.

SKILLS

Languages:	Ruby, Typescript, GoLang, Python, Javascript, Java, MySQL/PostgreSQL
Day-to-day:	Ruby on Rails, AWS, ECS/Fargate, Docker, CI/CD, IaC/Terraform, Grafana, Linux,
Approaches:	Agile/Scrum, Story mapping, hands-on technical/non-technical leadership
Technologies:	Microservices, Majestic Monolith, APIs, Containerization, Redis, React
Tooling:	GitHub, Jira, Confluence, DevContainers, Prometheus, Grafana, Cloudflare, RabbitMQ
Testing:	TDD, RSpec, Jest, Capybara

SIDE PROJECTS

Personal Website - jameelur.com

My personal website and blog.

Tech Stack: Javascript, NextJS, Vercel, React, Tailwind, Cloudflare

TeaTime.Chat - teatime.chat

A slack app that facilitates getting to know your colleagues with regular 1:1s or group chats.

Tech Stack: Typescript, NodeJS, Jest, Tailwind, Heroku, Sequelize, Cloudflare

PageHP - pagehp.com

An uptime tracker that measures your website's uptime.

Tech Stack: Ruby on Rails 7, Rspec, Hotwire, Stimulus, Tailwind, Heroku, AWS Lambda, SQS, Cloudflare

CERTIFICATIONS

Mastering Self Leadership - LinkedIn (2021)

AWS Certified Solutions Architect - Associate (2017)

EVENTS/SPEAKINGS/COMMUNITY

- Company Wide Talk, 2024-10: A story about securing your systems through trial and error.
- Internal Meetup, 2023-09: How to bring up your dev environment in 5 minutes or less
- Internal Meetup, 2023-04: Moving fast when in a rush
- Internal Meetup, 2019-05: Book Talk, Influence by Robert Cialdini
- Regular presentations in internal meetups including broader business stakeholders

WORK EXPERIENCE

ExpressVPN

August 2016 - Present

A privacy and security unicorn providing VPN B2C services with over 4 million active subscribers. ExpressVPN was bought by Kape Technologies in December 2021. I joined the company in 2016 when it was still a flat hierarchy with everyone reporting to the founders and have grown with the company from a Software Engineer working out of the sole office in HK to a Staff Engineer leading distributed teams in a multinational company spread across Asia and Europe .

Staff Engineer & Tech Lead, Sri Lanka (Remote)

October 2021 - Present

Responsibilities:

- CoreVPN Team (present) - Owner of all things related to the backend internal services that make up the VPN Control Plane.
- Platform Team (7 months) - **Lead a team of 9 Engineers** (2 Staff, 6, Senior, 1 Mid), reporting to the Head of Engineering, to increase cloud cost efficiency, developer productivity and delivery efficiency. (70% IC and 30% management)
- Internal Apps and Automation Team (3 months) - Embedded into the team. Responsible for building tooling for teams that do not have dedicated engineering resources, e.g. HR.
- Cloud Core Services (8 months) - **Lead a team of 6 engineers** (1 Staff, 2 Senior, 1 Mid, 1 Junior), 5 of whom were engineers from Kape before it bought ExpressVPN. (80% IC and 20% management)
- API Team (8 months) - Embedded into the team managing the monolithic API Gateway of ExpressVPN and was responsible for maintaining and modernizing the system as it had become a blocker for backend engineers from other teams to deliver value. (80% IC and 20% management)

Key Contributions

- **Designed and implemented** the backend cloud services of ExpressVPN's new Dedicated IP (DIP) feature which is expected to bring in \$10 million recurring revenue in 2024. **Built** the infrastructure and pipelines for using **AWS Nitro Enclaves** to guarantee anonymity for DIP users.

- **Architected an engineering vision to improve cost efficiency** while maintaining operational security and **PCI Compliance** through limiting AWS regions, using **VPC Sharing, global IPAM** and **VPC Peering** with older services. Executing the vision will save the company **\$500K annually** and **1/6 th the cost of data transfer** for future projects.
- **Designed** and implemented **InnerSource Terraform modules** to enable Developers to build and manage their own **ECS/Fargate** clusters reducing time to deploy a new cluster **from 3 months to 24 hours**.
- **Improved consistency, reproducibility and speed** of onboarding new developers into a service by **evangelizing DevContainers** through internal **articles** and **company wide presentations** leading to organic adoption in **over 50 repositories** saving **5,000+ man hours a year**.
- Prototyped an internal skill directory tool built using **Typescript, React, Redux, and Golang** to improve engineering leadership's ability to make informed team formation decisions.
- Designed and implemented a **microservices architecture roadmap** to convert ExpressVPN's monolithic API system built on **Openresty/Lua** into better scoped microservices in **Golang**. Delivery was done iteratively over the course of a year. It unblocked backend teams and **reduced time taken to deliver an API change from 1 calendar month to <1 day**.
- Reduced time to deploy a new service in production from **3 months to 24 hours** via a self serviced platform implemented using **AWS ECS with IaC (Terraform), CI/CD (Github Actions)** and full observability setup on **Grafana**. The platform serves **~1 million requests/minute** and has been hosting production services since November 2022.
- **Mentored engineers** through building and releasing **production** services. **Introduced several** technical concepts including **TDD, Threat Modeling, Load Testing, Observability practices**.
- **Reduced Tech Debt and Improved Security Posture** by planning and executing on sunsetting 3 systems, one critical that was built in 2014 that managed Client OpenVPN certificate generation.
- **Lead post mortems** and advocated for a **blameless post mortem culture** within the company.

Staff Engineer & Engineering Manager, Sri Lanka (Remote)

August 2019 - October 2021

Responsibilities: I lead two Engineering Teams. I had two Engineering Leads reporting to me with 7 skip level Engineers (1 Senior, 5 Mid, 1 Junior). (20% IC and 80% management)

Key Contributions

- **Improved company retention, hiring and developer happiness** by leading a team of engineering leaders (2 VPs, 1 Lead) to develop ExpressVPN's first [Software Engineer Growth Path](#). This has been used since August 2021 in all hiring decisions and has been applied to 100+ engineers.
- **Mentored** 2 Engineering Leads on product, project and stakeholder management.
- **Hiring manager**. Designed candidate assessments, worked with recruitment to source and test candidates and have successfully hired and on boarded new staff.
- **Saved \$190,000 annually** in logging fees by evangelizing, getting buy-in and unblocking my team to implement a cost effective **log analytics and real time dashboard system** enabling ingestion of TBs of logs/day at a fraction (0.3%) of cost of a third party solution.
- **Met stringent SLO's** by enabling my team to upgrade two critical backend services from Ruby on **Rails 4 to 5** with no customer impact.

Responsibilities:

- Team Zero (1Y, 2 months) - Lead a team of 4 engineers (1 Senior, 2 Mid, 1 Junior) improve and build new features related to core VPN functionality of ExpressVPN. (80% IC and 20% management)
- Web Infrastructure (1Y, 10 months) - Lead a team of 3 engineers (1 Senior, 2 Mid) to enable customers to access our websites from any part of the world including from countries that practice online censorship. (80% IC and 20% management)

Key Contributions

- Owned a **Ruby on Rails** application that managed ExpressVPN's fleet of VPN servers and "made it great again" by **identifying and fixing security vulnerabilities**, consolidating different infrastructure provisioning tools (**Chef**, **Ansible**, Bash scripts), using **Terraform as IaC**, automating backups and backup testing for **disaster recovery**, threat modeling and mitigating high risk threat scenarios.
- **Earned company wide recognition** for consistently delivering all committed objectives throughout 2018/19 while consistently meeting all SLA requirements for multiple critical Web Applications.
- Built tooling to orchestrate the rolling update of ExpressVPN's fleet of 2000+ [Trusted Servers](#) globally.
- Increased revenue and brand recognition by enabling **OEM partnerships** with [HP](#), ACER and [Toshiba](#).
- **Led all Agile meetings** in the team ranging from sprint planning to scoping and reviewing.
- **Achieved 99.99% uptime of** multiple high-traffic **Ruby on Rails** applications through effective system design, monitoring, alerting and automatic responses.
- **Increased revenue and brand recognition** by implementing ExpressVPN's [DNS Leak Checker](#).

EXTENDED CAREER HISTORY

Nixplay, Software Engineer (Hong Kong)

01 2015 – 06 2016

Kerry Logistics, Programmer (Hong Kong)

07 2014 – 12 2014

J.P. Morgan, Intern - Technology (Hong Kong)

06 2013 – 08 2013

EDUCATION

MSc, Computer Science (Grade: First Class Honors)

2015 - 2018

The University of Hong Kong, Hong Kong

BEng, Electronics and Communications Engineering (Grade: First Class Honors)

2011 - 2014

The University of Hong Kong, Hong Kong

- International Students Scholarship

HOBBIES AND INTERESTS

- Sport activities: Badminton, Swimming
- Topics related to living a balanced life
- Reading fantasy fiction (Regression, LitRPG, TimeLoops, Magic and Mayhem).
- Books, my personal picks [Mother of Learning by Nobody103](#) and [Name of the Wind by Patrick Rothfuss](#)