

MOHAMAD BACHIR SIDANI

Senior Software Engineer · Scrum Master · Architect (Pega CSSA, LSA in progress) Beirut, Lebanon · +961 3 045 292
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SUMMARY

Senior software engineer at Murex Lebanon for ten years, currently architecting two enterprise CRM platforms used internally to support a global client base of 300+ banks and 60,000+ daily users across 65 countries. Pega Certified Senior System Architect with Lead System Architect in progress, Scrum Master for a five-engineer team, and building À La Menu independently in parallel.

KEY ACHIEVEMENTS

- Architected Murex's two internal CRM platforms (Customer Service and Sales) on Pega; CS CRM built from scratch over a two-year cycle, Sales CRM extended after acquisition. Both run in production at Murex's scale of 300+ client banks and 60,000+ daily users.
- Architected Murex's microservices landscape (Spring Cloud Gateway, Admin Service, Client Management Service, Python FastAPI toolkit with Celery and RabbitMQ) supporting multiple enterprise applications, deployed on AWS ECS with Kubernetes-based test environments.
- Internal subject-matter expert for CRM development tools, with seamless platform upgrades from Pega 8 through 25 and 100% Playwright coverage of main business objects on both platforms.
- Recognized by Murex leadership for cultural transformation as Scrum Master, sustaining velocity gains across a five-engineer team via servant leadership and Liberating Structures.

PROFESSIONAL EXPERIENCE

Senior Software Engineer & Scrum Master

Murex Lebanon, 2020 to present

- Own end-to-end architecture of Murex's two Pega CRM platforms and the supporting microservices, designing security models (Azure AD, SAML 2.0, OAuth 2.0), data flows, and integration patterns. Author architecture decision records and design documents for new features and major changes.
- Designed and shipped Murex's first production AI integration: a sanctioned MCP (Model Context Protocol) server connecting AI agents to live Pega Sales data for automated opportunity summarization and similar-deal comparison within sales workflows. Took the work from idea to production independently, ahead of Murex's centralised AI initiatives.
- Led seamless Pega 8 to 25 upgrade across both CRM platforms with full Playwright regression coverage and zero production downtime.
- Architected Python FastAPI toolkit with Celery workers and RabbitMQ for async PDF generation, deployed as Docker containers on AWS ECS, with Kubernetes-based test environments.
- Reduced CI/CD deploy time 92 percent (3 hours to 15 minutes) through pipeline parallelization, while holding 95% microservices coverage and 70% in Pega rules.
- Scrum Master for a five-engineer team using SAFe and Liberating Structures, recognized by leadership for sustained velocity gains.
- Mentored 5 junior engineers and interns; conduct regular technical interviews; six years of active code review across CRM, microservices, and integration work; coordinate cross-team decisions.

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 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 SaaS for restaurants with QR ordering, AI translation, multi-tenant architecture, and freemium subscription tiers.

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.** Model Context Protocol (MCP server design and tools), agentic development with n8n orchestration, prompt engineering, hosted LLM APIs and local-model inference, two-plus years hands-on across personal and sanctioned work. **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).