

Bilal Ahmed

Senior Full-Stack & Cloud Engineer

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SUMMARY

Senior Full-Stack and Cloud Engineer with 7+ years of experience designing, building, deploying, and maintaining production software across SaaS, e-commerce, healthcare, marketplaces, and business operations.

Experienced in backend architecture, frontend application development, database design, cloud infrastructure, third-party integrations, deployment workflows, technical planning, production support, code reviews, and developer guidance.

Primary technologies include Node.js, TypeScript, JavaScript, React, Next.js, Express.js, MongoDB, PostgreSQL, MySQL, Docker, Google Cloud, AWS RDS, and Vercel.

EXPERIENCE

Senior Software Engineer

Full-time | Aug 2022 - Present

GetPlus

Contribute to a multi-service e-commerce protection and post-purchase SaaS platform supporting claims, orders, returns, refunds, merchant billing, partner payouts, reporting, and merchant operations. GetPlus was formerly known as Protect+/ProtectPlus.

- Develop and maintain claims, order, billing, merchant, administration, refund, and partner-facing systems.
- Implement major Stripe billing and payment-method workflows across merchant stores.
- Build Shopify and WooCommerce refund and reshipment flows.
- Contribute to partner payout and reporting services.
- Improve MongoDB search and query performance with aggregation support and targeted indexes.
- Deploy selected services to Google Cloud Run using containerized workflows.
- Configure Pub/Sub, Secret Manager, and Cloud Storage resources.
- Support separate development and production environments across Google Cloud, Vercel, and MongoDB.
- Investigate production issues and coordinate fixes across backend and frontend systems.
- Participate in technical decisions, task planning, code reviews, and developer guidance within a product and engineering organization of approximately 30 people.

Technologies: Node.js, JavaScript, Express.js, MongoDB, Next.js, Stripe, Shopify, WooCommerce, Google Cloud Run, Pub/Sub, Secret Manager, Cloud Storage, Vercel, Docker

Software Engineer

Full-time | Jul 2021 - Jul 2022

LOGICON, LLC

- Built and maintained web applications across frontend and backend systems.
- Developed application functionality using JavaScript, Node.js, and React.
- Integrated external APIs and supported communication between internal and third-party systems.
- Collaborated with designers and project managers to translate requirements into working applications.
- Addressed application performance, implementation, and integration challenges.

Technologies: JavaScript, Node.js, React, API Integration

Software Engineer

Full-time | Apr 2016 - May 2020

Bahria Town

- Designed, developed, and deployed desktop and web applications using Microsoft .NET technologies.
- Built and maintained applications backed by Microsoft SQL Server databases.
- Coordinated requirements with cross-functional teams and translated operational needs into software solutions.
- Integrated internal systems and provided ongoing application and operational support.
- Participated in code reviews, troubleshooting, and application performance optimization.

Technologies: .NET, ASP.NET, Microsoft SQL Server, WinForms

SELECTED PROJECTS

HealthSIA - Primary Full-Stack & Cloud Engineer

Healthcare care-coordination platform supporting multi-role workflows, an administrative web application, mobile-facing APIs, real-time communication, appointments, notifications, and reporting. Worked within a three-person delivery team; the mobile application was developed separately, while I owned the backend, API, cloud infrastructure, administrative web application, and database areas.

- Designed the backend architecture and REST APIs supporting web and mobile applications.
- Developed the administrative web application for managing users, workflows, appointments, and platform operations.
- Designed and maintained the MySQL database using Sequelize migrations and AWS RDS.
- Deployed and managed application services using Google Cloud Run, Cloud Scheduler, AWS RDS, and Vercel.
- Implemented real-time communication using Socket.IO.
- Integrated SendGrid and Firebase for email and application notifications.
- Implemented role-based access across multiple administrative, healthcare-provider, and patient roles.

Technologies: Node.js, Next.js, MySQL, Sequelize, AWS RDS, Google Cloud Run, Cloud Scheduler, Vercel, Socket.IO, SendGrid, Firebase

GameSpax - Lead Full-Stack Engineer

Gaming digital-goods marketplace with separate customer and administration applications, a TypeScript backend, secure authentication, seller onboarding, dynamic offer forms, notifications, support chat, and cloud deployment. Served as the sole product engineer responsible for architecture, APIs, frontend applications, database design, security, cloud infrastructure, and deployments.

- Designed the product architecture across the customer marketplace, administration portal, backend API, and database.
- Developed the backend using Node.js, Express.js, and TypeScript.
- Built separate Next.js applications for customers and administrators.
- Implemented secure authentication and protected application workflows.
- Developed seller onboarding and configurable offer-submission forms.
- Built notification and support-chat functionality.
- Configured cloud infrastructure, application environments, and deployment workflows.

Technologies: TypeScript, Node.js, Express.js, Next.js, MySQL, Sequelize, Google Cloud, AWS RDS, Vercel

TECHNICAL SKILLS

Backend: Node.js, TypeScript, JavaScript, Express.js, REST APIs, authentication and authorization, webhooks, background jobs

Frontend: React, Next.js, responsive UI, forms and validation, admin portals

Data: MongoDB, MySQL, PostgreSQL, Sequelize, Mongoose, indexing, migrations

Cloud & DevOps: Google Cloud Run, Pub/Sub, Secret Manager, Cloud Storage, Cloud Scheduler, AWS RDS, Docker, Vercel, CI/CD

Integrations: Shopify, WooCommerce, Stripe, SendGrid, Firebase, Socket.IO

Domains: SaaS, e-commerce, billing, claims, refunds, healthcare workflows, marketplaces

ADDITIONAL SELECTED WORK

PeepSkills: Social platform connecting athletes, coaches, and spectators through role-based profiles, social interactions, content management, and administrative functionality. *Tech: Next.js, Node.js, MongoDB, Google Cloud*

Axehedge: Stock-market advisory and portfolio-insights platform with application interfaces, data management, and email notification functionality. *Tech: React, Node.js, MongoDB, SendGrid*

Agile Sales Tool (AST): Call-center CRM supporting lead management, agent assignment, status tracking, reporting, and data exports. *Tech: ASP.NET, SQL Server, Crystal Reports*

Shopify Blockchain Payment Integrations: Implemented Shopify storefront and checkout integrations with the Helio blockchain payment gateway across multiple merchant stores. *Tech: Shopify, Next.js, Node.js, MongoDB*

Earlier Web3 / NFT Product Work: Historical work on token-enabled products and NFT marketplace interfaces with wallet connectivity, smart-contract integration, and decentralized file storage. *Tech: Next.js, Web3.js, ERC-721/1155, IPFS*

EDUCATION

Lahore Leads University - Master in Information Technology