

Ashkan Rahmani

Technical Lead | Senior Software Engineer

✉ ashkan.rmk@gmail.com 💻 rahmani.dev 🔗 ashkanrmk 🌐 ashkanRmk

Summary

Innovative and results-driven Technical Lead with 9+ years of experience in software engineering, specializing in backend development, distributed systems, and scalable software architecture.

Proven track record of leading high-performing engineering teams, optimizing large-scale systems, and delivering reliable solutions in high-traffic environments.

Passionate about *mentorship*, *engineering culture*, and helping developers grow into high-impact software engineers.

Experience

Alibaba Travels Co. - Technical Lead

Jan 2025 – present

Customer Excellency Team - Remote

Alibaba is a pioneer and market leader in online travel services and tourism in Iran.

- Led architecture and delivery of a modular monolith back-office platform, establishing scalable domain boundaries, reusable infrastructure, and shared engineering standards across teams.
- Re-designed call-center workflows through AI-assisted automation and event-driven processes, contributing to a 40% reduction in operational costs and significantly reducing manual operator involvement.
- Led development of an AI-powered customer communication platform that automatically classified multilingual customer media/messages, routed requests to the appropriate operational teams, and automated flight/tour change extraction and customer notifications.
- Built reusable internal platform capabilities for administration, auditing, messaging, authentication, and authorization, accelerating delivery and improving consistency across business domains.

Alibaba Travels Co. - Technical Lead

May 2024 – Jan 2025

Train and Bus Teams - Remote

- Addressed historical infrastructure bottlenecks during peak pre-sale periods through deep analysis and targeted optimization.
- Reduced CPU usage from 31.9 cores to 1.48 cores and RAM usage from 11.8 GiB to 1.85 GiB during peak operations.
- Improved system stability by resolving critical bottlenecks, enabling seamless pre-sale events.
- Introduced proactive monitoring jobs to detect booking conflicts, improving booking reliability and reducing customer complaints.
- Redesigned the ticket issuance funnel to align with the railway provider's updated infrastructure, enabling smoother integration and better delivery.
- Collaborated with cross-functional teams to deliver changes without service disruption and drive continuous improvement.

Alibaba Travels Co. - Technical Lead

May 2023 – May 2024

Bus Team - Remote

- Established a new team from scratch, integrating business and technical processes to streamline bus service delivery.
- Led a cross-functional team of 7 engineers to enhance and maintain Alibaba's bus services.
- Reduced financial discrepancies by 80% through process improvements and preventive controls.
- Designed and implemented a rule engine that enabled the marketing team to run campaigns independently.
- Built partnerships with domestic insurance providers, increasing *revenue* and expanding service offerings.
- Developed solutions to streamline operations, reduce risk, and optimize performance.

Alibaba Travels Co. - Senior Software Engineer

Mar 2023 – May 2023

- Remote

TornoGame (E-Sport Platform) - Technical Director

Feb 2025 – Nov 2025

- Remote
- Led end-to-end delivery of a large-scale esports tournament platform (Call of Duty Mobile, PUBG), from discovery to production launch.
- Designed system architecture and drove technical decisions for core platform components.
- Built and led a team of senior engineers to deliver key features including matchmaking, leaderboards, team creation, and tournament engine.
- Delivered a scalable platform supporting competitive gaming workflows from scratch to production.

HappyDeveloper - Software Engineering Mentor and Consultant

June 2021 – present

Mentorship session feedbacks are available [here](#) .

- Created beginner-friendly educational videos for students and professionals starting their programming journey.
- Taught core software engineering concepts with structured guidance for early-stage learners.
- Shared practical learning paths to build strong technical foundations.
- Covered essential soft skills including communication, problem-solving, and long-term career growth.

PayPing - Back-End Technical Lead

Sept 2021 – Mar 2023

Core Payment Systems - On-Site

PayPing is a leading P2P and B2C payment platform serving 200,000+ users, and provides financial infrastructure for platforms and marketplaces in Iran.

- Led cross-functional engineering initiatives, coordinated front-end and back-end delivery, and mentored developers.
- Refactored and migrated a legacy core payment system to a scalable, maintainable architecture supporting 3x higher concurrent payment traffic with lower deployment risk.
- Resolved critical technical debt, transaction inconsistencies, and high-risk bottlenecks across payment and withdrawal workflows, improving reliability and stability.

PayPing - Software Engineer

Oct 2017 – Oct 2021

- On-Site
- Migrated a legacy monolithic .NET system to cloud-based microservices, improving scalability, performance, and maintainability.
- Built and maintained 40+ payment services integrated with major PSPs and Shaparak using .NET, Redis, RabbitMQ, Docker, and Kong API Gateway.