CARMEN IBRAHIM

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SUMMARY OF QUALIFICATIONS

- Backend engineer who likes small, well-tested services and clear runbooks.
- Experience across 4 employers, most recently as Senior Software Engineer at Northpoint Labs.
- Comfortable owning a service end to end: design, build, deploy and on-call.
- Known for clear communication with colleagues and for following work through to the end.

EDUCATION

Sheffield Hallam University — **Sheffield**
BSc Computer Science — *2022*

PROFESSIONAL EXPERIENCE

Northpoint Labs — **Toronto, ON**
Senior Software Engineer — *Oct 2025 – Present*

- Added structured logging and tracing so incidents could be traced across services in minutes.
- Reduced cloud spend on staging by shutting down idle environments overnight.
- Reviewed pull requests daily and kept the team style guide up to date.
- Cut p95 response time on the checkout service from 900 ms to 240 ms by reworking queries and caching.
- Paired with the security team to remove secrets from config and rotate keys automatically.
- The website agency we hired ran our site on MySQL.

Northpoint Labs — **Toronto, ON**
Software Engineer — *May 2024 – Jul 2025*

- Automated database migrations in CI so releases no longer needed a maintenance window.
- Built an internal CLI that cut new-engineer setup from a day to an hour.
- Built a feature-flag system so risky changes could be switched off without a deploy.
- Built and maintained REST APIs used by 31 internal teams and two mobile apps.

Tidewater Apps — **Toronto, ON**
Junior Software Engineer — *Jul 2023 – Mar 2024*

- Led the move of three services from a shared monolith into independently deployed services.
- Mentored two junior engineers through their first production releases.
- Wrote integration tests and contract tests; raised coverage on the core service from 41% to 78%.

Orchard Commerce — **Toronto, ON**
Junior Software Engineer — *Aug 2022 – Jun 2023*

- Worked with product managers to break large features into weekly releases.
- Ran on-call for the payments platform and wrote the incident runbooks the team still uses.

PROJECTS

Open-source rate limiter library (side project)

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

Hackathon: real-time bus tracker

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

TECHNICAL SKILLS

Languages & tools: Go
General: Git, Docker, Linux, REST APIs, CI/CD
Languages: English (Native), Spanish (Conversational)

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Scrum Fundamentals

EXTRA-CURRICULAR ACTIVITIES

- Organiser of a monthly running club with around 30 members.

- Treasurer of a local sports club, keeping the accounts and membership list.

REFERENCE

Omar Ahmed
Senior Lecturer, Fennel Pay
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