

Naim Saad

Software Engineer · Platform Engineering · .NET · Agentic Delivery

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PROFILE

Software engineer with more than eight years of experience delivering .NET products, modernizing platforms and improving developer workflows. Hands-on across C#, ASP.NET Core, CI/CD, testing, SQL Server and root-cause analysis, with experience leading delivery and applying agentic practices to real engineering work.

CORE CAPABILITIES

Agentic software-delivery practices · Agentic software engineering · CI/CD and delivery automation · C# and .NET · FastAPI service integration and release engineering · GitHub platform engineering · Technical leadership and mentoring · Software testing and quality engineering · Root-cause analysis and escalation engineering · Microsoft SQL Server

EXPERIENCE

Software Engineer — BigHand

Aug 2025 - Present

At BigHand, I work across source-level escalation engineering, .NET platform modernization, developer tooling and AI-enabled engineering automation. I also serve as the support team's AI Champion.

- Delivered an approximately month-long .NET 8 to .NET 10 modernization across more than 30 interdependent solutions; the modernization reached production across multiple client environments.
- Built an operational self-service GitHub repository-provisioning workflow that reduced compliant setup from roughly one hour to under ten minutes.

Head of Systems — Prepify

Apr 2026 - Present

As contract Head of Systems, I took over an inherited platform and independently delivered its non-AI engineering, deployment, operations and support while integrating with a separately accountable AI team.

- Took over an inherited baseline and independently delivered the non-AI platform across application engineering, integration, automated quality, deployment, operations and support.
- Designed custom environment-separated CI/CD with build, test, contract, readiness and browser-smoke verification.

Senior Software Engineer — Vanrise Solutions

Aug 2022 - Jul 2025

At Vanrise, I delivered and coordinated telecom OSS/BSS billing work across product catalog, OCS integration, General Ledger, external-channel APIs, releases, UAT and performance diagnosis. During the final year and a half, I acted as lead for a four-developer team.

- Acted as a lead for a four-developer team during the final year and a half while preserving Senior Software Engineer as the formal title.
- Led SQL Server and query-plan diagnosis that reduced average bill-generation runtime from 80 to 40 minutes in comparable staging runs.

Software Engineer — Vanrise Solutions

Jun 2018 - Aug 2022

I worked across telecom wholesale and interconnect, routing integration, billing, shared-framework capabilities, fraud and mobile analysis, and revenue assurance.

SELECTED WORK

Prepify

I led Prepify's non-AI engineering from an inherited baseline to live operation, covering the web platform, service integration, payments, SMS/OTP, automated quality, deployment, operations and support.

Agentic Library

I curated and operationalized a private cross-agent engineering library: 20+ skill packages, 27 helper scripts, and explicit installation, restoration and secret-exclusion controls.

Key figures: 20+ skill packages · 27 helper scripts

Billing Performance Engineering

I led SQL Server and query-plan diagnosis that cut average bill-generation time from 80 to 40 minutes in comparable staging runs and removed the deadlocks and process failures observed there.

Key figures: 80 to 40 minutes · 50% observed runtime reduction

EDUCATION

Diploma in Electrical and Electronics Engineering — Lebanese University

Hadath, Lebanon, Sep 2012 - Jul 2018

SELECTED CREDENTIALS

Microsoft Certified: Agentic AI Business Solutions Architect

Microsoft · issued Jul 2026

Microsoft Certified: Machine Learning Operations Engineer Associate

Microsoft · issued Jun 2026

GitHub Advanced Security

GitHub · issued Jun 2026

Microsoft Certified: Azure AI Apps and Agents Developer Associate

Microsoft · issued Jun 2026

GitHub Actions

GitHub · issued Jun 2026

GitHub Copilot

GitHub · issued Oct 2025

LANGUAGES

Arabic — Native · English — Fluent (EF SET English Certificate 73/100 (C2 Proficient)) · French — A2 (CEFR)