

ALHAGIE BAI CHAM

Tech Lead | Senior Cloud & Software Engineer

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PROFESSIONAL SUMMARY

Software engineer and tech lead with 7+ years of experience building cloud-native, microservices-based systems for enterprises including JPMorgan Chase, Zoom, and JetBlue. Currently leads a team of 5 engineers delivering Java/Spring Boot and Python/FastAPI services on AWS, with hands-on depth in Terraform, Kubernetes, CI/CD, Kafka event streaming, and observability. Holds four industry certifications (AWS Solutions Architect – Associate, AWS AI Practitioner, CKAD, and Terraform Associate), pairing proven cloud and infrastructure expertise with a working foundation in generative AI and machine learning on AWS.

TECHNICAL SKILLS

Languages: Java, Python, TypeScript, JavaScript, SQL

Backend & APIs: Spring Boot, Spring Cloud, FastAPI, REST, Apache Kafka, Swagger/Open API

Frontend: React, Angular, AngularJS

Cloud & DevOps: AWS (Systems Manager, RDS, DynamoDB, ElastiCache/Redis), Google Cloud Platform, Terraform, Docker, Kubernetes, GitHub Actions

Data: PostgreSQL, Oracle, DynamoDB, Redis

Observability & Testing: New Relic APM, centralized logging, JUnit, Spring Cloud Contract, Postman, Protractor

AI / ML: Generative AI and foundation-model fundamentals, prompt engineering, RAG concepts, responsible AI, Amazon Bedrock and SageMaker

PROFESSIONAL EXPERIENCE

Tech Lead & Senior Cloud Systems Engineer

Jul 2025 – Present

World Services · Dallas, TX

- Lead a cross-functional team of 5 engineers through requirements refinement, sprint planning, code review, and production release coordination
- Re-architected a monolithic deployment into independently deployable microservices, splitting a shared Terraform state into isolated per-service states with no disruption to live cloud resources
- Instrumented Java and Python services with New Relic APM metrics and centralized logging dashboards, improving observability and cutting mean time to resolution (MTTR) from 3 days to 1 day
- Upgraded Spring Boot microservices from 3.4 to 3.5, resolving permission and dependency-compatibility issues
- Mentor engineers on backend design, CI/CD practices, and security remediation

Software Engineer

Jul 2023 – Jun 2025

Whitespace · Dallas, TX

- Cut deployment cycle time by 40% by redesigning CI/CD pipelines with GitHub Actions, Docker, and Kubernetes, improving release consistency
- Architected an AWS Systems Manager State Manager framework that automates recurring infrastructure patching, hardening, and vulnerability remediation for cloud security compliance
- Introduced consumer-driven contract testing with Spring Cloud Contract, enabling parallel development and reducing integration risk across decoupled services
- Built event-driven microservices in Python (FastAPI) and Java (Spring Boot) on Apache Kafka, backing a responsive React frontend

Software Engineer

Apr 2023 – Jul 2023

TEKsystems — Client: JPMorgan Chase · Dallas, TX

- Designed Oracle database schemas and built 15+ Spring Boot APIs powering AngularJS application workflows
- Triaged and remediated 50+ application vulnerabilities identified by automated security scanning, reducing flagged vulnerabilities by 30%

Software Engineer

Jan 2022 – Feb 2023

Zoom · Remote

- Designed 20+ REST APIs with distributed caching and CDN integration, lowering data-retrieval latency and improving service responsiveness
- Tuned and scaled AWS RDS PostgreSQL, DynamoDB, and Redis environments to improve global storage efficiency
- Authored Swagger/OpenAPI contracts and automated test suites with JUnit and Postman to raise service reliability
- Contributed to the launch of Zoom Contact Center as part of the team that built its call-queuing system, which holds callers in line until an agent is available

Software Engineer

Dec 2019 – Nov 2021

Mphasis — Client: JPMorgan Chase · Wilmington, DE

- Built 30+ highly available REST APIs in Java and Spring Boot, accelerating delivery of enterprise banking features
- Implemented a distributed microservice architecture with Spring Boot and Spring Cloud, improving modularity, scalability, and runtime efficiency
- Configured Apache Kafka inter-service messaging for real-time, event-driven workflows
- Engineered core scheduling logic for the Chase Meeting Scheduler, supporting branch banking operations during high-volume remote customer sessions

Java Developer

Aug 2019 – Dec 2019

TCS — Client: JetBlue · New York, NY

- Developed and supported 10+ Spring Boot microservices on Google Cloud Platform
- Built a responsive mobile web flight-reservation app and validated API performance with Postman and Swagger, reducing booking workflow friction by 30%

Java Programmer

Jul 2019 – Aug 2019

K-Tek — Client: Boeing · Seattle, WA

- Built a responsive web application with Java, Spring Boot, and Angular; supported API testing (Postman, Swagger) and automated frontend testing (Protractor)

CERTIFICATIONS

AWS Certified AI Practitioner · Amazon Web Services · Credly	Sep 2026
AWS Certified Solutions Architect – Associate · Amazon Web Services · Credly	Jan 2026
Certified Kubernetes Application Developer (CKAD) · The Linux Foundation · Credly	Feb 2025
HashiCorp Certified: Terraform Associate (003) · HashiCorp	Jul 2024

EDUCATION

Bachelor of Science, Electrical Engineering · University of Washington Bothell	Jun 2018
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