

Saif Ihsan

Software Engineering Manager

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PROFILE

Software Engineering Manager with 9+ years in product engineering — the last 5 at Foodics across B2B SaaS and consumer ordering products serving 30,000 active businesses and 9M+ orders a month. Rebuilt an underperforming team into one of the company's strongest and scaled to leading ~20 engineers across frontend, mobile, and backend, including 2 managers. Cut escalations from 5 a week to 1 a month, landed a Vue 2 to 3 replatform with no feature freeze, now driving a PHP-to-.NET microservices migration through spec-driven agentic development.

EXPERIENCE

Foodics — Riyadh, Saudi Arabia

Jul 2021 – Present

Restaurant-tech SaaS: POS, management console, and online ordering for 30,000+ businesses. Remote from Amman until Jan 2025.

Engineering Manager — Online

Nov 2024 – Present

- Inherited an underperforming team of 7 engineers across 4 squads. Managed out 4, brought in 6 (5 external hires, 1 internal transfer), and coached up the 2 retained — rebuilding it into an 8-engineer team recognized as one of the strongest at Foodics.
- Cut production escalations from 4–5 a week to one a month or fewer on a platform processing 1.6M+ online orders a month across mobile apps, web, and kiosk. Retired the frontend on-call rotation.
- Revamped the white-label ordering web serving 130M visits a year. Rebuilt and unified the kiosk (400K+ orders a month) — incident escalations dropped to zero, with remaining tickets feature requests.
- Co-owned the Online roadmap with product — sequencing kiosk stabilization, the white-label revamp, and the Menu replatform against ongoing feature delivery.
- Expanded in early 2026 to lead ~20 engineers across frontend, mobile, and backend, including 2 engineering managers.
- Leading the replatform of a PHP monolith into .NET microservices on PostgreSQL as owner of the Menu domain, serving 30,000 active businesses — staying hands-on in the backend by design.
- One of the first AI adopters at Foodics (2025) — matured from AI-assisted code review to spec-driven agentic development, with coding agents governed by DDD, SOLID, and clean-architecture rule sets, now the standard workflow on the Menu build.

Frontend Team Lead — RMS

Apr 2023 – Nov 2024

- Owned a squad's frontend end to end: delivery, quality, and roadmap input.
- Interviewed, hired, and onboarded 2 mid-level engineers, then managed them day to day.
- Completed the Vue 2 to Vue 3 console migration for 30,000 active businesses with no feature freeze.
- Drove frontend unit-test coverage to 65%, hand-written before AI code-generation tools.

Senior Frontend Engineer — RMS

Jul 2021 – Apr 2023

- One of 3 senior frontend engineers supporting 4 squads alongside 8 backend engineers. Delivered across 2 squads.
- Revamped the RMS dashboard end to end with zero backend changes, on a platform processing 9M orders a month for 30,000 businesses.
- Expanded the merchant-facing reporting suite with new report types.
- Initiated the Vue 2 to Vue 3 migration of the merchant console.

EARLIER EXPERIENCE

Frontend Developer — Tarjama, Amman

Nov 2020 – Jul 2021

- Revamped the core translation workspace — document intake to multi-language translation — in Vue.js 2.

Frontend Developer — Bayt.com, Amman

Nov 2019 – Oct 2020

- Delivered custom enterprise career portals on Talentera and features on Evalufy as the sole mid-level engineer, mentoring 2 juniors and owning the complex work.
- Built a CLI bridge letting a legacy TCL codebase render Vue.js 2 components — modernized the stack without a rewrite.

Frontend Developer — Disruptk / Aurora, Amman

Oct 2018 – Sep 2019

- Sole frontend engineer at a pre-seed startup. Built two products from scratch — a CMS and a customer-facing app — in Angular.

Frontend Developer — Clearmove, Amman

Dec 2016 – Sep 2018

- Trainee to developer. Built the frontend of a move-management system in AngularJS within a 3-engineer squad.

SKILLS

Leadership: team turnarounds, hiring and performance management, multi-squad delivery, roadmap planning, restructuring, incident and escalation management

Technical: Vue.js 2/3, TypeScript, React, Angular, Tailwind CSS, frontend architecture, testing strategy, PostgreSQL, PHP-to-.NET microservices migration

AI: agentic development (Claude Code, Cursor), spec-driven development, prompt engineering, LLM token-cost optimization

Delivery & infrastructure: CI/CD (GitHub Actions, Jenkins, ArgoCD), Docker, Kubernetes (working knowledge), Datadog

EDUCATION

BSc, Computer Software Engineering — Jordan University of Science and Technology

2012 – 2016

LANGUAGES

Arabic (native) | English (fluent)