

# Marwan Al Khasawneh

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## WORK EXPERIENCE

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### Amazon MENA

May. 2024 – Present

*Software Development Engineer*

*Amman - Jordan*

- Delivered end-to-end features and backend improvements for search and delivery experience projects across MENA marketplaces, including 2-hour delivery filter and multi-window delivery UX, impacting millions of customers in AE, SA and EG.
- Collaborated in a cross-functional environment between engineering, product and business to define scope, refine requirements and implement scalable enhancements with focus on resiliency and latency.
- Took full ownership of feature delivery, from design, implementation, deployment and monitoring, ensuring continuous value delivery using agile principles.
- Participated in support calls, drove resolution through clear and structured email communication as well as maintaining internal documentation to ensure traceability and alignment.
- Coordinated and executed launch plans, managed stakeholder expectations, and provided post-launch support and monitoring to ensure system stability.

### Aramex

Feb. 2023 – May. 2024

*Software Engineer*

*Amman - Jordan*

- Led efforts in troubleshooting production issues, conducting root cause analysis, and deploying fixes in coordination with internal stakeholders.
- Developed and maintained high-performance .NET Core APIs to support logistics and tracking systems used by global clients.
- Integrated Google Maps and HERE APIs for real-time shipment tracking, this included communicating with the owner teams, aligning on approach and troubleshooting bugs that occur while development, utilizing email communications as a tool to draw a path forward.
- Authored and maintained internal documentation to support technical onboarding to reduce duplicate effort and enable faster issue resolution.

### Jawaker

Apr. 2022 – Oct. 2022

*UI/UX Research Support*

*Amman - Jordan*

- Conducted interviews for usability testing, captured logs and feedback and passed it to the responsible tech team, partnered with devs to validate fixes, working on producing the best possible UX experience for the users.
- Created and maintained internal knowledge-base articles and notes, consumed by frontline support teams, to avoid any double efforts for already made research and investigations.

### Arab Bank

Oct. 2021 – Apr. 2022

*Development Specialist*

*Amman - Jordan*

- Participating in agile development processes, including attending daily meetings, and planning sessions.
- Collaborating with cross-functional teams, including product managers, designers and QA Engineers.

## EDUCATION

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### Princess Sumayya University For Technology(PSUT)

Sep. 2021

*Bachelor of Science, Computer Science*

*Amman - Jordan*

## CERTIFICATIONS, SKILLS & INTERESTS

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- **Certifications:** EFSET English Certificate (C2, proficient), 2024.
- **Technologies:** AWS, Java, .NET Core, C#, Visual Studio.
- **Skills:** Technical troubleshooting, Cross-functional collaboration, Documentation, System monitoring.