

Amer Jaber

Software Engineering Manager | AI-Driven SDLC Transformation | Azure/.NET Cloud-Native SaaS

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EXECUTIVE PROFILE

Software Engineering Manager with 16+ years leading Azure/.NET platforms, AI-enabled engineering transformation, healthcare workflow, legal technology, enterprise workflow automation, and SaaS product delivery. Combines hands-on architecture with team leadership, governance, delivery accountability, and stakeholder alignment. Strong record of modernizing legacy platforms, integrating practical AI capabilities, and improving engineering operations in cloud-native environments.

SELECTED IMPACT

- Led BigHand technology-department AI adoption after promotion to Engineering Manager, including GitHub Copilot usage, coding-agent availability, and agentic SDLC governance/guardrails.
- Selected to lead governance and guardrails for a full agentic SDLC proof of concept, covering planning, execution, validation, controlled environments, exception reporting, decision escalation, and audit-ready evidence for SOC 2 / ISO 27001 contexts.
- Led healthcare workflow delivery integrating AI transcription, clinical facts, and generated medical documents into governed workflow actions for NHS/hospital workflow contexts.
- Improved SmartTime response times by 10x and helped move a high-support legacy legal-tech product into a more reliable weekly release cadence.
- Co-founded KueMinds and delivered AI-powered Azure solutions, including face-recognition loyalty capabilities, event-driven customer workflows, ERP/BI integrations, and Blazor/Xamarin applications.

CORE SKILLS

Leadership & Delivery: Software Engineering Management, Technical Leadership, Coaching & Mentoring, Stakeholder Management, Agile/Scrum, Azure DevOps, CI/CD, Governance, Delivery Accountability

Cloud & Architecture: Microsoft Azure, .NET, C#, Cloud-Native Architecture, Solution Architecture, Azure Functions, APIM, Cosmos DB, Azure SQL, Key Vault, Blazor WebAssembly

AI & Automation: AI Adoption, GitHub Copilot, Agentic SDLC, AI Governance, Generative AI Integration, Face Recognition, Workflow Automation, Real-time Transcription

Domains: Healthcare Workflow, Legal Technology, SaaS Product Development, Enterprise BPM, ERP/BI Integration, Legacy Modernization, Cloud Migration

PROFESSIONAL EXPERIENCE

Software Engineering Manager | BigHand

Aug 2025 - Present

Hybrid / Lebanon

- Lead AI adoption across BigHand technology teams, including GitHub Copilot usage, coding-agent availability across repositories, and practical adoption support for engineering teams.
- Lead governance and guardrails stream for an agentic SDLC proof of concept, defining controls across planning, execution, validation, exception handling, escalation, and audit-ready evidence capture.
- Coach and mentor engineers while aligning platform architecture, delivery execution, and engineering operating practices with product and organizational goals.

Software Engineering Lead | BigHand

Mar 2022 - Jul 2025

Remote / Lebanon

- Led the team responsible for BigHand healthcare workflow delivery, integrating external AI transcription, fact extraction, and medical document generation into governed workflow actions.
- Supported healthcare workflow contexts including NHS/hospital environments, with downstream routing to patients, clinicians, and clinical systems.
- Implemented Azure DevOps, CI/CD, monitoring, trunk-based development, and software teaming practices to improve delivery quality and operational reliability.

- Improved SmartTime response times by 10x and contributed to platform modernization across legal-tech and workflow products.

Co-Founder, Principal Engineer | KueMinds LLC

Oct 2019 - Jan 2023

Beirut, Lebanon

- Co-founded KueMinds and led delivery of AI-powered, cloud-native Azure applications across retail, ERP/BI, finance/legal, and workflow automation use cases.
- Delivered computer-vision loyalty capabilities for retail environments, enabling cardless customer recognition and event-driven follow-up offers based on in-store behavior.
- Architected Azure solutions using Functions, API Management, Cosmos DB, Azure SQL, queues, blob storage, .NET Core, Blazor, and Xamarin.

Developer/Consultant | Iridium Technology (BigHand)

Sep 2021 - Feb 2022

Lebanon

- Owned SmartTime 5, an MVC/SQL legal technology application, improving response times by 10x, reducing support burden, and moving delivery into a weekly release cadence.
- Led a parallel cloud-native SmartTime modernization initiative using Blazor WebAssembly, Cosmos DB, Azure Functions APIs, Azure Key Vault, and secure Azure architecture.
- Supported legal technology platforms used in major professional-services and legal environments, including KPMG UK and Berry Appleman & Leiden / BAL.

Backend Developer | Self-employed

May 2019 - Sep 2019

Beirut, Lebanon

- Delivered backend development and Azure/.NET consulting work focused on API development, database design, workflow integrations, ERP/BI integration, and cloud application delivery.

Software Project Manager / Lead Software Developer / Senior Software Developer | Consolidated Contractors

International Company

Oct 2009 - May 2019

Beirut, Lebanon

- Progressed through software development and project leadership roles delivering enterprise BPM, workflow, form-rendering, and project-completion platforms for major construction and infrastructure contexts.
- Managed and delivered VBC BPM Suite capabilities including workflow engine, workflow designer, form server, workflow agents, Elasticsearch integration, and .NET/Java/TypeScript components.
- Built form and workflow capabilities used in major CCC project contexts including Abu Dhabi Airport and Riyadh Metro, where RFA forms were based on Amer's work.
- Designed and maintained ATLAS and related project-completion tooling supporting inspection, quality control, certification, and handover workflows.

Junior Software Developer / .NET Developer | IMG-Mobile Solutions / Ever-me

Oct 2007 - Oct 2009

Lebanon

- Built early-career .NET and SQL Server solutions across web, backend, and mobile-related application contexts.

CERTIFICATIONS

- GitHub Copilot - Microsoft, issued Jan 2026, expires Jan 2028
- Microsoft Certified: Azure Fundamentals - Microsoft, issued Dec 2024
- Foundational C# - Microsoft Certification Exam, issued Sep 2023
- Pair Programming with AI - LinkedIn, issued Apr 2023

EDUCATION

Bachelor of Science in Computer Science - American University of Science and Technology, 2008

LANGUAGES

English: Fluent | Arabic: Native / Fluent