

Hussein Yassine

Partner Integrations Lead | FinTech APIs | Technical PM

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Summary

Integration and production lead in FinTech with 5+ years at Whish Money. I have taken 300+ Whish Pay partners and 15+ international money transfer companies from first API call to successful go-live, and keep production stable afterwards. Built the Whish Developer Portal (RBAC) and lead a team of 2 engineers.

Work Experience

TecFrac - Whish Money | Production & Integration Support Lead

March 2022 - Present

- Lead end-to-end API integrations for 300+ Whish Pay partners and 15+ international money transfer companies (payments, QR, bills, top-up, vouchers) through to a successful go-live.
- Built the Whish Developer Portal from scratch to replace API specs shared as PDFs, with role-based access control (RBAC) designed to scale partner onboarding.
- Built the Whish Pay product page: one place to get the latest verified WooCommerce plugin and Shopify app with install steps, replacing plugins emailed to each partner.
- Reduced integration error rates by up to 70% and shortened integration time by rewriting API docs, fixing bugs and documenting error handling.
- Manage 2 engineers: assign tasks, design workflows and guidance, support their learning and growth.
- Turn technical requirements into prioritized Jira tasks with Engineering, Product and Tech Leads.
- Monitor production health of all Whish systems, especially the app, money transfer and agent POS.
- Support all company software, including in-house apps and tools: investigate, troubleshoot and reproduce issues, and escalate to Engineering with the root cause and a suggested fix.
- Support partners through technical issues by running working sessions with their engineering teams.
- Manage technical communication with providers on API updates, security and configuration.

Whish Money | Demand Planning Specialist

May 2021 - March 2022

- Owned the demand planning unit; produced weekly demand forecasts that proved accurate, optimizing inventory levels and controlling costs.
- Managed API-based accounts to keep operations reliable and balance available.
- Worked with development teams to investigate and resolve API and application issues.
- Analyzed sales and performance metrics to support growth and operational decisions.

BOT Lebanon | Data Specialist (Freelance)

March 2019 - May 2021

- Projects: Healr (Meds), Healer (Cosmetics) and an OLX e-commerce store.

Skills

Integration & Product: Partner Integrations, API Integrations, Technical Product Management, Developer Portal & API Documentation, Incident Management, Troubleshooting & Root Cause Analysis, Platform Reliability, Team Leadership, Collaboration

Tools & Data: SQL (intermediate), Python (intermediate), Power BI (basic), Jira, Postman, AWS CloudWatch

Languages: Arabic (native), English (fluent)

Education & Certifications

Bachelor's Degree in Management Information Systems | Lebanese International University | 2017 - 2021

Data Analyst Certification | Simplilearn | May 2024 - October 2024 (SQL, Python, Power BI, Tableau, Excel)