Mhd Ziad Al-Helani.

Project Manager · Team Lead · AI & Full Stack Engineer

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Damascus, Syria · open to remote

Software engineer and technical lead with six years of shipping web, AI and mobile-backend products, from SRS to production. I manage software delivery at VRoad and lead the technical team at Holoo ltech, and I built Temphone, an AI voice-agent and virtual-numbers platform, on my own from scratch. I have run projects for UN-Habitat, DAN and KNPC, led teams of up to 10 across frontend, backend and mobile, and grew a multi-vendor marketplace from 200 to 5,000 users.

35+	200 → 5,000	10	6
products delivered	users grown at Shop Live	team members led at VRoad	countries served

EXPERIENCE

VRoad

Damascus, Syria

Project Manager & Team Lead — Jun 2025 – Present

- Run the company's software work end to end: client communication, scoping, planning, task tracking in Jira and Trello, and code review on Git. Built, organised and led the development team, up to 10 people at its peak.
- **UN-Habitat**, housing management system: direct contact with the client, led the development team and handed the system over to field teams across the Syrian governorates.
- **DAN for Relief and Development**, northeast Syria: beneficiary and case management system, delivered; first point of contact for both the client and the team.
- **Easy Memo** for Kuwait National Petroleum Company (KNPC), with Ebla (Kuwait): internal communication, delegation, memos, email and e-signatures.

Full Stack Developer — Sep 2024 – Jun 2025

- `zahi.com` e-commerce, POS and corporate site for a Syrian confectionery brand · `uninap.com` store and site for a baby-diaper brand.
- `joby-app.com` recruitment platform for job seekers and companies, plus its mobile-app APIs.
- `lamsasy.com` Syrian business directory and online mall: site, dashboard that drives the mobile app, and its APIs.
- `themeatmasterbutchery.com` (UAE) admin dashboard connected to an external WordPress store, plus the delivery-app APIs.
- `vlearn.sy` features and mobile APIs for a Baccalaureate and Grade 9 learning platform · `arqadian-uae.com` · `cempack.net` · `vroad-me.com`

Temphone · temphone.com

United States · remote, part-time

AI Engineer — Apr 2025 – Present

- Designed and built the whole product alone, from an empty repository to production, plus its marketing site.
- Users buy virtual numbers from almost any country for data, eSIMs, WhatsApp verification and similar services.
- Companies manage their team's phone lines; an AI voice agent answers customers using the knowledge each company provides.

`Laravel · Vue (TypeScript) · Tailwind · OpenAI · fine-tuned external models · VAPI · Twilio · Pinecone`

EA Real Estate Group

UAE · project-based

Full Stack Developer — Jun 2025 – Jan 2026

- Built a complete property-management platform that publishes and syncs listings with Bayut and Dubizzle.

`Laravel · Vue (TypeScript) · PostgreSQL`

Senieh Care · care.senieh.com

project-based

- Marketing launch for a Magnesium Oil product: landing page, ordering and customer order tracking, plus a dashboard for orders, addresses, delivery and reports.

Shop Live

Baghdad, Iraq · remote

Backend Team Lead — Mar 2024 – Apr 2025

- Led the backend team of a multi-vendor marketplace: code review, work planning and the product roadmap. Grew the platform from 200 to 5,000 users.
- Built products, orders and payments, and Live Marketing, where marketers stream and merchants join to sell in real time.

Holooltech

Damascus, Syria

Technical Team Lead

Jan 2024 – Present

- Lead a team of six frontend, backend and mobile engineers; now focused on managing the team and its projects.
- Write the SRS for the team and the technical proposal for the client, and split large projects into phases so each one ends in a product that can launch.
- Plan sprints and team hours, and choose Agile or Waterfall based on scope, client, deadline and team size.
- `pms.royalgardenbeirut.com` **(in progress)**: complete hotel PMS with dashboard, front office, rooms and housekeeping, cashiering, outlet POS, car rental, accounting, end of day and reports, a notification centre and scheduled automatic tasks.

Full Stack Developer

2022 – Dec 2023

- `tajtasks.com` team and task management system, built alone end to end. Each team and project shapes it to its own workflow. Includes the mobile-app APIs.
- **SocialCom**: large platform managing publishing, scheduling and ad campaigns across all social networks, integrated with Meta APIs and AWS.
- Stores with mobile-app APIs: `nicestyle.ae` fashion (Qatar) · `lilyanzircon.qa` jewellery · `aquacares.net` (UAE) · `alkhumra.com` prayer rugs.
- Corporate sites: `woodart.qa` · `emeg.group` energy · `pajaz.net` oil and chemicals · `knotap.top` digital business cards.
- Every project ships with a full admin dashboard, multiple permission levels and complete sales or content management.
- Completed a 100-hour AWS course (EC2, Lambda, S3, RDS, IAM) taught by an AWS instructor and sponsored by Holooltech.

Freelance

Mostaql · Khamsat · direct clients

Full Stack Developer

2020 – 2022

- Delivered 10+ successful projects end to end across Laravel, .NET, Node.js and Vue.js.

SKILLS

Backend	Laravel, PHP (native), Node.js, .NET, REST APIs, SOLID, design patterns
Frontend	Vue.js, Nuxt, TypeScript, JavaScript, Tailwind, Bootstrap, shadcn, HTML, CSS
Mobile	Flutter, React Native, mobile-app APIs
Databases	MySQL, PostgreSQL, SQL Server, SQLite, MongoDB, Firestore, Firebase Realtime DB, Pinecone
Real-time & APIs	WebSockets with SignalR, Laravel Reverb and Pusher · Twilio · VAPI · OpenAI · Meta APIs
Cloud & tools	AWS (EC2, Lambda, S3, RDS, IAM), Azure DevOps, Git (advanced), Postman, Apidog
Servers & hosting	VPS on Linux, AlmaLinux, Ubuntu and Windows Server · cPanel, WHM, AWS consoles · SSH, SSL, IIS, Hyper-V · domains and hosting · Zoho Mail administration
Perf, security & search	Performance and security optimization (Core Web Vitals, caching, query tuning, OWASP, hardening) · advanced SEO, GEO and AEO
AI & data	AI prompt engineering (system prompts, structured outputs, voice-agent prompts), Python, machine learning, neural networks, CNNs, NumPy, SciPy, scikit-learn, Statsmodels, Matplotlib, Seaborn, Plotly
Delivery	Agile / Scrum, Waterfall, SRS, technical proposals, sprint planning, Jira, Trello, code review

EDUCATION

Arab International University · B.Eng. Informatics Engineering, AI

Damascus · 2024 · 82%

Graduation project, AI Journal Submitting System: trained models that referee doctoral dissertations at Damascus University and others that correct spelling, and built the website where authors write their dissertation, get it evaluated and corrected by the models, then export it as a Word file in their own formatting.

Junior project, School Management: automated exams, conflict-free timetables, holiday adjustments and video lessons.

CERTIFICATES

AWS training, 100 hours	AWS · 2023–24
Convolutional Neural Networks	2025
Neural Networks	AIU, Udemy · 2024
Machine Learning	Udemy · 2023
PHP and Laravel	Udemy · 2023
Python	2022

LANGUAGES

Arabic	native
English	professional