



MAHMOUD SALEM MOHAMED

Software Developer | Business Systems & Web Applications

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SUMMARY

Business Systems Developer with hands-on experience in ERP, POS, restaurant management systems, delivery platforms, desktop business applications, and web-based operational systems. Experienced in system customization, database workflows, technical support, debugging, production troubleshooting, and translating business needs into practical software solutions.

Currently working remotely with Al Mohaseb Al Thaki in Saudi Arabia, responsible for technical development and ERP module enhancements. Also the founder and technical owner of Request – O’tlob, where I handle technical support, system improvements, operational workflows, and product reliability.

Started my career with desktop business applications and C#-based systems, then expanded into web-based ERP, POS, restaurant systems, delivery platforms, database workflows, and business automation. Strong ability to understand real business processes and convert them into stable, usable, and business-focused software modules.

TECHNICAL SKILLS

Core Technologies: PHP, Laravel, CodeIgniter, MySQL, MariaDB, SQL, JavaScript, C# for desktop applications

Backend & Databases: REST APIs, MVC Architecture, Business Logic Development, Database Debugging, Data Migration, Reporting Queries, Data Validation

Business Systems: ERP, POS, Restaurant Management Systems, CRM, Accounting Modules, Inventory, Invoicing, Permissions, Multi-Branch Workflows

Frontend & UI: HTML, CSS, Bootstrap, RTL Interfaces, Arabic UI Handling

Desktop Applications: C#, Desktop Business Applications, Windows-Based Systems, ERP/CRM Desktop Workflows

Technical Operations: Technical Support, Bug Fixing, Production Troubleshooting, Hosting, cPanel, Git, Logs Analysis, System Testing

WORK EXPERIENCE

ERP Technical Developer / Technical Lead

Al Mohaseb Al Thaki

Jul 2025 – Present

Saudi Arabia | Remote

- Responsible for technical development and continuous enhancement of the company’s ERP system.
- Develop and customize ERP modules based on business requirements and operational workflows.
- Analyze existing business processes and convert them into practical technical solutions.
- Work on database structures, system logic, permissions, reports, and module-level improvements.
- Handle technical issues, bug fixing, testing, and production troubleshooting.
- Support ERP stability by identifying system gaps and improving existing workflows.
- Act as the main technical point of contact for ERP development decisions and implementation follow-up.

Founder / Technical Owner

Request – O’tlob

Apr 2024 – Present

Egypt

- Founded and managed Request – O’tlob, a delivery platform serving rural and suburban areas in Upper Egypt.
- Responsible for technical support, system monitoring, issue handling, and operational improvements.
- Managed platform enhancements across admin, vendor, customer, and delivery workflows.
- Converted business and user needs into technical requirements and followed up on implementation.
- Launched the “Request Market” concept and achieved 2,800+ active customers and 2.2M EGP revenue in the first 16 months.

Software Consultant / Business Systems Developer

Apr 2022 – Oct 2023

Freelance

Egypt & Saudi Arabia

- Supported companies including Z4U and Top Tech with ERP and restaurant management systems.
- Worked on requirements analysis, workflow optimization, and business system improvements.
- Participated in ERP and restaurant software customization based on client needs.
- Co-designed a tailored ledger module for Al-Rakhees Contracting in Saudi Arabia.
- Acted as a bridge between client business goals and technical implementation.

Project Delivery Manager

Oct 2023 – Apr 2024

Thirty App

Remote

- Translated client requirements into clear product specifications and technical tasks.
- Coordinated with development teams to ensure clear scope and timely delivery.
- Identified gaps during development and proposed practical solutions.
- Supported stakeholders with requirement clarification and delivery follow-up.

Co-Founder / Technical & Sales Manager

Queue Company

Jan 2019 – May 2020

Egypt

- Co-founded the company and supported technical, sales, and client-facing activities.
- Participated in developing ERP, CRM, and sales-related business applications.
- Worked with C# and desktop application workflows in business software environments.
- Acted as product lead on the “Delivery Fox” app by analyzing requirements and guiding delivery.
- Conducted basic C# programming training and supported technical presentations

PROJECTS

ERP Cooode365 System Development & Module Enhancements

- Developed and enhanced ERP modules based on real business workflows.
- Worked on database structures, permissions, reports, and operational logic.
- Improved system behavior through debugging, testing, and production issue handling. Converted client requirements into functional technical improvements.

Restaurant POS & iResto System Customization

- Worked on restaurant POS workflows including cashier, tables, kitchen, invoices, reports, permissions, branches, and Arabic/RTL usability improvements.
- Supported KOT printing, bill printing, invoice printing, reprint workflows, and printing failure handling.
- Worked on SQL issues, database updates, permission problems, branch-level settings, and production bugs.

iResto Print Agent

- Worked on a Windows-based print agent concept for restaurant POS printing
- Supported workflows related to ESC/POS printing, printer configuration, diagnostics, and local printing endpoints
- Worked on Arabic printing handling, bitmap rendering concepts, retry/reprint workflows, and printer discovery logic.
- Focused on production printing reliability for restaurants using local network printers.

Request – O’tlob Delivery Platform

- Built and managed operational workflows for a delivery platform serving non-central areas in Upper Egypt.
- Worked on customer, vendor, delivery, admin, support, and market-related workflows.
- Managed technical support, feature planning, issue tracking, and daily system improvements.
- Improved the platform based on real customer behavior, operational needs, and business feedback.

EDUCATION

Bachelor of Information Technology

Sep 2015 - Oct 2019

- B.Sc. in Computer Science and Artificial Intelligence, Beni Suf University

CERTIFICATIONS

Scrum Fundamentals Certified (SFC) | Business Analysis Fundamentals with AI Certified (BAFC) | Kanban Essentials with AI Certified (KEC)