

Abdelrahman Osama

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Professional Summary

Results-driven Project Manager, Full Stack Developer, and Certified Scrum Master (PSM I) with 9+ years of experience in Full Stack, WordPress, and Shopify development.

Experienced in building scalable web applications, eCommerce platforms, API integrations, payment gateways, CRM/ERP integrations, and business automation solutions. Backed by 5+ years of project management experience, successfully leading cross-functional teams and delivering high-quality digital solutions using Agile methodologies.

Work Experience

Senior Project Leader

Etisalat Egypt — Mar 2024 to Present

- Manage IT projects and programs to meet business goals and IT PMO strategies.
- Define project scope, goals, and deliverables with stakeholders.
- Conduct kickoff meetings and estimate resources with technical teams.
- Negotiate for necessary personnel and assess additional staffing needs.
- Oversaw and executed major seasonal campaigns (e.g. **Ramadan and Eid Offers**) ensuring system readiness and smooth delivery.
- Supported ATL (Above-the-Line) project executions by ensuring backend systems could handle increased traffic during marketing spikes.
- Led initiatives to clean and optimize enterprise data, removing redundant or incorrect records to enhance data integrity.
- Develop project plans, oversee execution, and ensure timely, quality delivery.
- Communicate expectations and progress, resolve issues, and manage risks.
- Follow and improve IT PMO methodologies and conduct post-project evaluations.
- Mentor team members, build business relationships, and manage vendor activities.
- Manage cross functional IT teams to deliver high quality product to Enterprise customers.

IT Operations Senior Specialist

Etisalat Egypt — Feb 2023 to Mar 2024

- Oversaw the execution, monitoring, and maintenance of key business applications.
- Provided real-time technical support and ensured high system availability and business continuity.
- Coordinated with cross-functional teams to resolve technical incidents efficiently.

IT First Line Application Support

Etisalat Egypt — Sep 2021 to Feb 2023

- Handled service requests and participated in daily operation meetings.
- Diagnosed system issues and performed root cause analysis to prevent recurrence.

Project Manager & Full Stack Developer

Webspace Middle East — Sep 2019 to Sep 2021

- Managed web development projects, defined timelines and budgets, and handled client communication.
- Built responsive website layouts using HTML/CSS and integrated backend systems.

IT Intern

Green Land Company — May 2018 to Jul 2018

- Installed hardware/software and performed system administration using Oracle tools.
- Generated Oracle reports and managed basic IT support tasks.

Education

Bachelor of Management Information Systems

Thebes Academy, Egypt — Sep 2015 to May 2019

Diploma in Web Development

Russian Culture Center — May 2018 to Oct 2018

Graduated with Distinction

Certifications & Achievements

- Professional Scrum Master (PSM I) – Scrum.org
 - Google Project Management: Professional Certificate
 - Agile with Atlassian Jira
 - ITIL 4 Foundation
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Technical Skills

Programming Languages: PHP, TypeScript, HTML5, CSS3, SQL, JSON

Frontend: Bootstrap, Tailwind CSS, jQuery, AJAX, Responsive Web Design

Backend: Laravel, RESTful APIs, GraphQL

CMS & eCommerce: WordPress, WooCommerce, Shopify, Shopify Liquid, Custom Themes & Plugins, Elementor, ACF, WPBakery

Automation & Integrations: n8n, Zapier, Workflow Automation, Webhooks

AI Development: AI-Assisted Development, LLM Integration, OpenAI APIs, AI Automation, Prompt Engineering, AI Agent Workflows

API & Integrations: REST APIs, GraphQL, Payment Gateway Integration, CRM/ERP Integration, SMS APIs, Email APIs, OAuth, Third-Party API Integration

Databases: MySQL, PostgreSQL, MongoDB, Redis

Version Control: Git, GitHub, GitLab, Bitbucket

Cloud & Hosting: Linux, Ubuntu, Apache, Nginx, cPanel, Plesk, VPS, Cloudflare

Project Management: Agile, Scrum, Jira, Azure DevOps, Trello, ClickUp

Other: Performance Optimization, SEO, Security Hardening, Technical Documentation, Troubleshooting

AI-Powered Development Workflows (Cursor, Claude Code, ChatGPT, GitHub)

Soft Skills

Project & Team Management: Leadership, Risk & Task Management, Budget Planning

Communication: Stakeholder Negotiation, Technical Documentation, Collaboration

Analytical: Problem-Solving, Infrastructure Design, Data Analysis, Impact Analysis, Data Cleansing

Languages

- Arabic: Native
- English: Fluent