

Mina Hawarei

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Date of Birth: 1 January 1997

PROFESSIONAL SUMMARY

Back-End Developer with strong expertise in Laravel , PHP and MySQL, dedicated to building efficient and scalable server-side solutions. With over five years of professional experience spanning customer service, team management, and technical leadership, I bring a unique perspective to backend development. Skilled in problem-solving and decision-making under pressure, with a proven commitment to high-quality project outcomes. Holding a Bachelor's degree in Management Information Systems and equipped with industry-recognized certifications in web development and database management, I'm ready to contribute to dynamic, backend-focused projects.

SKILLS

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|-------------------|---------------------|----------------------------------|
| • LARAVEL | • Adobe Illustrator | • Problem-Solving |
| • RESTful API's | • Adobe Photoshop | • Communication skills |
| • PHP & MYSQL | • Data Analyst | • Decision making skills |
| • HTML & CSS & JS | • Network+ | • Ability to work under Pressure |

PROJECTS

WE-Core App

- **Description:** A comprehensive internal platform built for WE to manage service bookings, internal posts, and ticket tracking (VOC). The system includes a weekly booking calendar with dynamic time slot grouping, blocked/reserved slot management, internal post publishing for customer service teams, and a ticketing module for logging and analyzing customer interactions.
- **Skills:** Laravel, PHP, MySQL, React, Inertia.js, Tailwind CSS , Role-based Access, FullStack Development
- **GitHub :** <https://github.com/MinaHawarei/We-Core>

Marina Farm ERP System

- **Description:** A comprehensive ERP system designed for Marina Farm to manage livestock, employees, tools, finances, and daily operations. The system includes modules for animal records, milk production tracking, employee management, tool maintenance scheduling, and role-based access control.
- **Skills:** Laravel, PHP, MySQL, Blade, Tailwind CSS, Role-based Access, FullStack Development
- **GitHub :** <https://github.com/MinaHawarei/Marina-Farm>

TTS Analyzer – Ticket & Compensation Analysis Tool

- **Description:** A production-grade tool developed for analyzing customer complaint tickets. It helps customer service agents determine appropriate handling steps, resolution timelines, and compensation suggestions (cash or data). The system also parses CDR (Call Detail Record) Excel files to validate customer usage during the reported issue period and ensure adherence to compensation policies.
- **Skills:** Laravel , PHP , MySQL , Tailwind , Excel Data Parsing, AI tools , FullStack Development.
- **GitHub :** <https://github.com/MinaHawarei/TTAnalyzer>

3D Elevator Generator

- **Description:** A web-based tool that dynamically generates a 3D elevator model based on user inputs. Any changes made by the user are instantly reflected in the model in real time. Built using React, JavaScript, and Three.js for interactive 3D rendering.
- **Skills:** React, JavaScript, Three.js, Real-Time Rendering, AI tools , UI/UX Development.
- **GitHub :** <https://github.com/MinaHawarei/3D-elevator-Generator>

EXPERIENCE

Software Developer & Technical Lead

Dec 2024 – Present

WE | Silicon Waha – Borg Al-Arab – Alexandria

Leading development of internal tools used by customer service and technical support teams.

Built and deployed full-stack apps like WE-Core and TTAAnalyzer.

Responsible for planning, development, and team guidance using Laravel, React, and MySQL

Previous role: Technical Support Representative – Focused on software troubleshooting, remote support, customer communication, and time-sensitive issue resolution.

Branch Manager

Aug 2017 – Jan 2024

John's Jewellery stores | Borg Al-Arab & Agami – Alexandria

Sales, procurement, supply, financial accounting, financial and accounting data, customer satisfaction and marketing management

PLC Control Operator

Feb 2021 – Oct 2021

Egyptian Swiss for Milling | Borg Al-Arab - Alexandria

Worked as part of a team , Decision Making

Graphic Designer

Sep 2019 – Dec 2019

Queen Plast | Borg Al-Arab – Alexandria

Logos design and social media design and design of plastic products (bags)

Photographer and Photo Editor

Aug 2017 – May 2018

4T Studio | Mataria– Cairo

Photography, edit digital images, adjusting the appropriate lighting, adjusting and separating colors

EDUCATION

Bachelor of Management Information Systems

Jul 2021

Higher Institute For Computer & Information System AboQir – Alexandria

Grade Average: Excellent with Honor (**GPA : 3.49**)

Higher Average Diploma Building and construction technology

Jul 2017

Technological College Mataria Mataria - Cairo

Grade Average: Very Good

CERTIFICATIONS

Laravel Framework with API's , NEW HORIZONS

Oct 2024

PHP , NEW HORIZONS

Jun 2024

MySQL Fundamentals , NEW HORIZONS

Mar 2024

Web Development , IBM SkillsBuild

Mar 2024

Malware Analysis Fundamentals , ITI Platform

Oct 2022

Data Analyst, ITI Platform

Aug 2022

Database Fundamentals, ITI Platform

Jun 2022

IT-System Admin , ITI Platform

Aug 2022

Building Web Applications using PHP & MYSQL , ITI Platform

Apr 2022

MEAN Stack Developer , ITI Platform

Aug 2022

UI/UX (Front End) Developer , ITI Platform

Aug 2022

Introduction to Cyber Security , SISCO

Feb 2021

Full Stack Development , UDACITY

Oct 2020

Computer Network Fundamentals, ITI Platform

Apr 2020

Introduction to Network Security, ITI Platform

Apr 2020

Data Analyst , UDACITY

Jul 2019

LANGUAGES

- Arabic - native language
- English - Intermediate (B1+)