



Mohammad Al Baker Zaytoun

Senior Software Engineer

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// BRIEF

Innovative Senior Software Engineer and Founder with a proven record in building scalable SaaS, e-commerce, and telecom solutions. Skilled in full-stack development, systems architecture, and agile leadership, delivering high-impact products that bridge business needs with cutting-edge technology.

// WORK EXPERIENCE

Zaytoun Solutions, Beirut, Lebanon

2025 - Present

Founder & CEO

- Define vision & strategy: Set company mission, product roadmaps and go-to-market plans for bespoke software, educational platforms and digital services.
- Automate business workflows with Zapier, N8N and custom webhooks –seamlessly connecting internal systems and third-party SaaS and e-commerce platforms.
- Build SaaS & e-commerce integrations, implementing subscription billing, payment flows (Stripe, Amazon Payments) and creator-focused monetization features.
- Lead cross-functional teams: Drive collaboration across backend (Node.js, Express, MongoDB), frontend (React, Next.js), mobile (Flutter), DevOps (AWS, Docker, Kubernetes) and marketing.
- Oversee end-to-end delivery: Architect scalable full-stack solutions, manage cloud infrastructure and CI/CD pipelines ensuring rapid, reliable releases.
- Drive business growth: Secure key contracts, negotiate strategic partnerships, manage P&L and deliver consistent year-over-year revenue gains.
- Validate product-market fit: Conduct market research, gather user feedback and iterate features maximizing adoption in telecom, SaaS and education verticals.
- Cultivate stakeholder relations: Liaise with investors, board members and enterprise clients-aligning on objectives, KPIs and ROI.
- Implement agile excellence: Introduce Scrum, Kanban, OKRs and performance metrics optimizing team productivity and delivery cadence.

Flyesim, Remote

2025 - Present

Senior Technical Consultant

- Consult on and enforce scalable backend architectures, driving technical excellence across all projects.
- Identify and eliminate performance bottlenecks, boosting system throughput and resilience.
- Mentor teams on microservices, event-driven design and API security, ensuring best-in-class implementations.
- Translate complex business requirements into precise technical roadmaps, aligning engineering efforts with strategic goals.
- Establish and optimize CI/CD pipelines, automated testing and monitoring frameworks accelerating delivery while maintaining unwavering quality.

Flyesim, Remote

2024 - 2025

Backend Development Team Lead & Integration Specialist

- Spearhead the design and delivery of highly scalable, resilient backend systems.
- Automate business workflows with Zapier, N8N and custom webhooks –seamlessly connecting internal systems and third-party SaaS and e-commerce platforms.
- Build SaaS & e-commerce integrations, implementing subscription

billing, payment flows (Stripe, Amazon Payments) and creator-focused monetization features.

- Architect & integrate payment and billing platforms (Stripe, Amazon Payments) enabling secure transactions and subscription management.
- Lead client-facing technical engagements and onboarding—gather requirements, demo integrations, and provide post-launch support ensuring seamless adoption.
- Enforce rigorous code quality and performance benchmarks guaranteeing production-grade stability.
- Orchestrate seamless collaboration across frontend, QA, and DevOps teams accelerating time-to-market.
- Champion continuous innovation by mentoring developers on architectural best practices and cutting-edge patterns.

Protel S.A.L Offshore, Beirut, Lebanon

2023 – Present

Senior Software Engineer

- Integrate with Meta channels (WhatsApp, Messenger, Instagram) and other channels like Telegram, Skype. etc.
- Architect and deliver end-to-end solutions—from Android mobile apps to high-traffic web platforms—using Java, PHP, Node.js (Express, Hapi.js) and modern front-end frameworks.
- Design, integrate & optimize SMS and VoIP services (SMPP, SIP) with RESTful and SOAP APIs, ensuring carrier-grade reliability in the NOC environment.
- Automate business workflows with Zapier, N8N and custom webhooks—seamlessly connecting internal systems and third-party SaaS and e-commerce platforms.
- Build SaaS & e-commerce integrations, implementing subscription billing, payment flows (Stripe, Amazon Payments) and creator-focused monetization features.
- Lead research & prototyping of new frameworks and technologies; evaluate trade-offs and recommend optimal approaches solving critical business challenges.
- Administer & tune Oracle, Microsoft SQL Server and MySQL databases: design schemas, write complex stored procedures and implement performance-tuning strategies.
- Automate build & deployment pipelines with Git, Docker and shell scripting on RedHat Enterprise Linux—reducing release cycle time and minimizing manual errors.
- Implement data analysis workflows in Python to extract insights, drive feature prioritization and inform technical roadmaps.
- Provide L2/L3 support for telecommunication systems: troubleshoot network incidents, coordinate cross-team resolution and maintain 99.9% service uptime.
- Mentor and pair with junior engineers: enforce best practices, conduct rigorous code reviews and foster a culture of continuous improvement.

Lancaster Tamar Hotel, Beirut, Lebanon

2022 – 2023

Head of IT Department – Cluster Assistant

- Architected & optimized the hotel's network infrastructure, including Cisco switches, Wi-Fi access points, IP cameras and CCTV systems, ensuring seamless connectivity and security.
- Monitored & troubleshoot Windows servers (performance, temperatures), network devices and services—maintaining >99.9% uptime and rapid incident resolution.
- Administered Active Directory and domain controllers: implemented security policies, user provisioning and system hardening.
- Managed core hospitality platforms (Opera PMS, Micros POS, Sun Financials, FBM inventory): performed system configuration, service monitoring and prompt fault remediation.
- Designed & deployed touchscreen kiosks for the hotel restaurant enhancing guest ordering workflows.
- Implemented backup & DR solutions with Veeam for virtual machines and critical data, ensuring reliable recovery processes.
- Delivered on-site and cross-property IT support across Lancaster hotels in Lebanon—responding to urgent technical requests and leading infrastructure upgrades.

**LouLoua TV,
Beirut, Lebanon**

2022 - 2022

**Mining Tech,
Beirut, Lebanon**

2021 - 2022

**MAAREF University,
Beirut, Lebanon**

2021 - 2022

**Al Bachaer Radio,
Beirut, Lebanon**

2018 - 2019

**Zaytoun Computer Repair
Service,
Beirut, Lebanon**

2016 - 2025

Senior IT Assistant

- Monitored & maintained broadcast workstations and servers, guaranteeing 24/7 on-air reliability.
- Diagnosed & repaired hardware and software failures swiftly, minimizing downtime for live programming.
- Managed network uplinks, routers and switches ensuring stable connectivity between studios and transmission points.
- Implemented preventive maintenance routines and collaborated with engineering optimizing system performance.

Engineering Technician

- Engineered & maintained high-performance cryptocurrency mining rigs: assembled hardware, optimized BIOS settings, and diagnosed component failures maximizing uptime.
- Administered company IT infrastructure—desktops, laptops and networked servers—implementing OS updates, security patches and routine maintenance.
- Directed the organization's digital media strategy: managed social channels, produced analytics-driven content, and grew audience engagement.
- Produced marketing collateral and video advertisements using Adobe Premiere Pro, After Effects and Photoshop, elevating brand visibility.
- Optimized cooling and power configurations for mining operations, improving hash-rate efficiency and reducing energy costs.

Teacher Assistant

- Facilitated C++ and Java lab sessions covering programming fundamentals, OOP principles and core data structures.
- Designed and refined hands-on exercises to reinforce concepts like pointers, inheritance, recursion and algorithmic efficiency.
- Provided one-on-one guidance and group support, clarifying complex topics and resolving student queries boosting understanding.
- Evaluated and graded assignments, delivering targeted feedback that accelerated student skill development and academic performance.

Installation & Maintenance Assistant

- Deployed & maintained radio broadcast infrastructure—including transmitters, antennas and studio hardware—across multiple sites in Lebanon.
- Installed & configured IP camera systems for centralized monitoring from Beirut, enhancing security and operational insight.
- Diagnosed & repaired hardware and network issues on-site, minimizing service interruptions and ensuring 24/7 broadcast reliability.
- Coordinated with field teams and station managers scheduling preventative maintenance and equipment upgrades.

Founder

- Built and scaled a full-service computer repair business, overseeing operations, client acquisition and service delivery.
- Diagnosed and resolved complex hardware and software issues on laptops and desktops—upgrades, data recovery and performance tuning ensuring 100% customer satisfaction.
- Designed and deployed custom Android applications (Java/Kotlin) and responsive websites, translating client requirements into polished digital products.
- Managed end-to-end project lifecycles: scope definition, timeline planning, budgeting and quality assurance.
- Established streamlined workflows and inventory control processes, optimizing turnaround times and reducing costs.

Customer	Flyesim
Description	Complete Esim Solution from A to Z that supported multiple providers and carriers per country with online payment services via Amazon Pay, Stripe. With real time tracking, deductions, communication with end consumer and carriers.
Team size	10+
My position	Backend Team Lead
My responsibilities	Lead the backend services, features and deliver within deadlines
Technologies used	Node.JS, Express, NGROK, MongoDB, Heroku, WAF Firewall, GoDaddy, Cloudflare, Firebase, Supabase.

CPAAS Platform (Omni-Channel platform) (2024 - present)

Customer	Protel Offshore S.A.L
Description	Unified cloud-based communication solution that enables businesses to connect with their customers seamlessly across multiple digital channels. Including WhatsApp, SMS, Email, Voice, Facebook, Instagram, Messenger, Telegram, and Web Chat – all from a single, centralized interface. The platform is designed to empower enterprises with scalability, automation, analytics, and real-time engagement, ensuring consistent communication and superior customer experiences.
Team size	15+
My position	Senior Software Engineer
My responsibilities	Creating these modules in the platform: Instagram, Messenger, Telegram, SMS, SMTP. And was responsible in WhatsApp in these specific features: WhatsApp Flows, WhatsApp Templates, WhatsApp Embedded sign in, NLP (with LLMs like GPT and OLLAMA 'Self-hosted') WhatsApp Campaigns.
Technologies used	PHP, Composer, Cloudflare, MSSQL, SSMS, Alaris, SMPP, Apache.

Ticketing System (2023 - 2023)

Customer	Protel Offshore S.A.L
Description	Web-based platform for managing customer and internal support requests efficiently. It centralizes all tickets in a single interface, allowing users to submit, track, and resolve issues with full transparency. Built with scalability and automation in mind, the system features ticket categorization, priority levels, status tracking, role-based access, and performance analytics. It enables teams to streamline workflows, assign tasks effectively, and ensure timely responses and resolutions, improving overall service quality and accountability.
Team size	3+
My position	Senior Software Engineer
My responsibilities	Created the whole system from A to Z, from database schema to frontend and backend services with Cron jobs and web sockets.
Technologies used	PHP, MSSQL, Node.js, Express, Apache.

VAPI: SMS OTP Service & Platform (2023 - 2024)

Customer	Protel Offshore S.A.L
	VAPI (Verification API) is a secure and high-performance OTP generation and verification platform designed to authenticate users through SMS channel. The system provides a developer-friendly API that integrates easily into any application,

Description	enabling quick and reliable identity verification for registration, login, and transaction flows. Built with speed, scalability, and reliability in mind, VAPI ensures time-bound OTP delivery, retry logic, and rate-limiting to prevent abuse. It supports custom message templates, token validation endpoints, and detailed delivery analytics for full transparency.
Team size	1
My position	Senior Software Engineer
My responsibilities	Created the whole system from A to Z, from database schema to frontend and backend services with Cron jobs and wallet system implementation with credit & debit.
Technologies used	PHP, MSSQL, Node.js, Express, Apache.

WAPI: WhatsApp Fallback API (2023 - 2024)

Customer	Protel Offshore S.A.L
Description	WAPI is a backend service that made it possible for the SMS team to fallback SMS messages to fallback to WhatsApp messaging on SMS failure.
Team size	1
My position	Senior Software Engineer
My responsibilities	Created the whole system from A to Z, from database schema to backend service with Cron jobs and real time fallbacks.
Technologies used	MSSQL, Node.js, Express.

Voucher System (2024 - 2024)

Customer	SyriaTel
Description	This was a webapp system for the Syrian civilians to get vouchers for popular stores easily from their mobile devices with internal payment system under the governmental telecommunication service
Team size	4
My position	Senior Software Engineer
My responsibilities	Created the whole system from A to Z, from database schema to backend service with Cron jobs and real time fallbacks and payment services and products management on the platform.
Technologies used	MSSQL, Node.js, Express, PHP, Apache

HR System (2024 - 2024)

Customer	Protel Offshore S.A.L
Description	comprehensive web-based platform for managing employee information, attendance, payroll, and performance within a single, centralized dashboard. It simplifies HR operations by automating key processes such as recruitment tracking, leave management, shift scheduling, and salary calculations, reducing manual effort and administrative overhead. The system provides role-based access, allowing HR managers, employees, and administrators to interact securely. It also includes reporting tools, document management, and notifications for key HR events, ensuring transparency and efficiency across the organization.
Team size	6
My position	Senior Software Engineer
My responsibilities	I was responsible for the check in machine integration with the system database, and the complex UI shortcuts and payroll pages.

Technologies used	MSSQL, PHP, C#, Apache.
FlashCall Prevention System (2024 - 2024)	
Customer	Protel Offshore S.A.L, SyriaTel
Description	The FlashCall Prevention System is an intelligent, real-time defense platform that uses AI and machine learning to detect and block fraudulent FlashCall traffic in telecom networks. By analyzing signaling data, call durations, and routing patterns, it identifies bypass attempts and prevents OTP fraud. Through anomaly detection and adaptive learning, the system continuously improves accuracy, minimizing false positives while protecting operator revenue and ensuring network security and compliance.
Team size	2
My position	Senior Software Engineer
My responsibilities	I worked on the system backend services and continued designing a previous incomplete UI. Trained the LLM to understand Fraud flash calls from other.
Technologies used	MSSQL, PHP, Apache, python.
QR Menu (2025 - 2025)	
Customer	Zaytoun Solutions
Description	The Zaytoun Solutions QR Menu System is a smart digital menu platform that enables restaurants and cafés to offer contactless, interactive menus through scannable QR codes. Customers can view items, filter by category, customize orders, and place them directly from their mobile devices without downloading any app. The system includes an intuitive admin dashboard for managing items, prices, and availability in real time. It supports multi-branch control, analytics, and branding customization, giving businesses a modern, efficient, and paperless dining experience.
Team size	1
My position	Project Owner, Senior Software Engineer
My responsibilities	Handled the whole project myself from system design to implementation and hosting on Vercel.
Technologies used	NoSQL, Next.js, Vercel, Firebase, Supabase.
Solena (2025 - 2025)	
Customer	Soléna
Description	Soléna is a premium botanical skincare brand that blends spa-inspired rituals with dermatologic research. Its small-batch formulas incorporate nutrient-dense botanicals and clinically informed actives to strengthen the skin barrier, calm inflammation, and boost luminosity. With minimalist routines, ethical sourcing, and performance-driven ingredients, Soléna empowers users to adopt intentional self-care that delivers visible, long-term transformation.
Team size	2
My position	Project Lead, Senior Software Engineer
My responsibilities	Led the team in planning and delivering this project under short notice. Took critical decisions in algorithms and how the structure should be.
Technologies used	NoSQL, Next.js, Vercel, Firebase, Supabase.

Zaytoun Solutions Landing page & E-commerce Store (2025 - 2025)

Customer	Zaytoun Solutions
Description	Zaytoun Solutions presents a sleek, responsive landing page combined with an e-commerce store that showcases the full suite of your IT services and technology offerings while enabling online purchases of digital products or service bundles. The platform features a clean homepage for brand messaging, service highlights, client case-studies, and call-to-action buttons, alongside an integrated store section where users can browse, purchase, and check out with ease. Built for scalability and optimized for conversions, it streamlines both brand presentation and revenue generation in one unified interface.
Team size	1
My position	Project owner, Senior Software Engineer
My responsibilities	Created the whole system myself.
Technologies used	NoSQL, Next.js, Vercel, Firebase, Supabase.

VIVAS: Complete System for a Gym (2025 - 2025)

Customer	VIVAS Gym Club
Description	VIVAS is an all-in-one gym management and membership system designed to digitalize and automate daily gym operations. It handles everything from member registration, attendance tracking, and subscription management to trainer scheduling, class bookings, and payment processing. With an intuitive dashboard, VIVAS gives administrators full control over memberships, renewals, and performance insights. It also includes AI-powered analytics for tracking client progress, detecting inactivity, and optimizing resource usage. The platform delivers a smooth experience for both staff and members, ensuring efficiency, transparency, and engagement within the gym environment.
Team size	1
My position	Project owner, Senior Software Engineer
My responsibilities	Created the whole system myself.
Technologies used	Node.js, Next.js, MSSQL, Python.

// SKILLS

Programming & Frameworks

APIs Integration Specialist

Mobile Development

Leadership & Communication

Problem Solving & Learning

Fix Computers/Laptops

IT Operations, Consulting, Project Manager

Networking & Systems

Telecom & Integration

DevOps & Infrastructure

// EDUCATION

2019 - 2022

Al MAAREF University - Beirut, Lebanon
Computer Science

GPA: 3.5/4

// HONORS & AWARDS

Dean's Honor List: Letter of commendation by Al MAAREF University, Beirut, Lebanon
2021 & 2022 & 2023

2nd place at Al Mahdi Schools competition (Between all Al Mahdi Schools over Lebanon) titled by "How to face family disintegration due to social media", Beirut, Lebanon
2017

Top 10 at AUB hackathon titled by "Hack The Fake", Beirut, Lebanon
2020

Databases

MS Office

Working in groups

Public Speaking

Build-Maintain Mining Rigs

Multimedia & Design

// ACTIVITIES

2016 - 2017

Volunteering - Al Mahdi Schools

Beirut - Rafik Hariri hospital

Visiting cancer patients and taking care of them for a day.

2014 - 2015

Volunteering - Al Mahdi Schools

Beirut - Group Admin/Manager

Cycling for Environment: cycling every day for a month.

// CERTIFICATIONS

Advanced Full Stack Development with AI from Forward Mena, Beirut, Lebanon
2025

Microsoft Power BI DAX from Scratch, Udemy
2023

Master in Microsoft Power BI Desktop and Service, Udemy
2023

NDG Linux Unhatched course in the Cisco Networking Academy
2020

PCAP: Programming Essentials in Python provided by Cisco Networking Academy, Cisco
2020

Learn Ethical Hacking From A-Z: Beginner To Expert Course, Udemy
2021

Reverse Engineering and Memory Hacking with Cheat Engine, Udemy
2021

Introduction to Cybersecurity by Cisco Networking Academy
2020

Introduction to IoT by Cisco Networking Academy
2020

Deep Web - The complete Introduction to the hidden web, Udemy
2021

Git from Basics to advanced: Practical Guide for Developers, Udemy
2021

The Complete SQL Course: Become a MYSQL Master, Udemy
2021

SQL Programming and MySQL Developer Certification Training, Udemy
2021

IEEE Lebanon Entrepreneurship Summit: Smart Sustainable Cities, IEEE
2020

Object Oriented Programming Basics to Advance (Java OOP), Udemy
2021

MySQL Database Development Mastery, Udemy
2021

Mastering SQL Server | Passage to become Database Developer, Udemy
2021

Comprehensive SQL Bootcamp: Beginner to Advanced, Udemy
2021

