Hazem Gdara



Senior Full-Stack Software Engineer — PHP / Laravel · Vue.js

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Full-stack **PHP / Laravel · Vue.js** engineer (7 years of experience), Technical Lead of a business-critical SaaS platform (~250 points of sale). I design, maintain and secure web and mobile applications, from impact analysis to production releases and L2/L3 support, in a regulated environment, with a strong quality culture: testing, code review, CI/CD.

Technical Skills

- **Languages & Frameworks:** PHP 8, Laravel (9 to 13), Vue.js, Inertia.js, JavaScript, TypeScript, Node.js / Express, Next.js, React Native (Expo), Flutter / Dart
- **Architecture & Design:** MVC, layered architecture, Service Layer, SOLID, Clean Architecture, REST & SOAP APIs, microservices, offline-first, multi-tenant, data modeling, impact analysis
- **Back-end & Integration:** PHP / Laravel, Node.js, Express.js, Eloquent ORM, Laravel Sanctum, Form Requests, Queues / Jobs, Scheduler & Cron, Spatie Permission (RBAC), DomPDF, Laravel Excel, webhooks, Stripe, Konnect, third-party APIs (Fidelio / OCEANA PMS, HubRise, Glovo, Light Resa)
- **Front-end & Mobile:** Vue.js, Inertia.js, Blade, Tailwind CSS, Bootstrap 5, React Native / Expo (EAS), Flutter (GetX, Clean Architecture), FR / EN internationalization
- **Databases:** PostgreSQL, MySQL, SQL Server, Oracle (integration), Firebase Realtime Database, Redis, Elasticsearch, MongoDB, SQLite, ObjectBox
- **Cloud & DevOps:** Docker, GitLab CI/CD, Bitbucket Pipelines, Git, Linux / VPS, Plesk, OVH, Hostinger, Google Cloud / Firebase, Firebase Storage, Kibana
- **Security, Quality & Methods:** OWASP, token-based authentication, RBAC, rate limiting, secrets management, PHPUnit, unit & feature testing, SonarQube, code review, technical documentation, Scrum / Agile, Jira, Confluence

Experience

Poslik (SaaS vendor — POS solution for restaurants and hotels)

Aug 2025 – Present (1 yr 3 mos) *Tunis, Tunisia*

Position: Technical Lead & Senior Full-Stack Developer

Project: Poslik platform — Android POS (online / offline), web back-office, Laravel API and an ecosystem of integrations, deployed in about 250 points of sale that each handle 1,000 to 2,000 orders a day, with floor and table management.

Context: Technical owner of the platform and of the development team. Dual role: architect and full-stack developer on major changes (v4 rebuild, integrations, fiscal compliance), and guardian of production stability — impact analysis before every change, production releases, L2/L3 support for the support teams and customers.

Responsibilities:

Architecture & Design:

- Designed the **complete Poslik v4 architecture** (modular split, dedicated pre-production environment, deployment strategy) to improve the platform's scalability, reliability and maintainability.
- Led the **migration of customer data from v3 to v4** (Firebase Realtime Database): upfront impact analysis, integrity and identifier-preservation checks, non-regression validation.
- Designed a **client-side action logging module**: an Android logger writing JSONL entries, uploaded daily in the background (WorkManager) to a **Laravel** back-end with **Firebase Storage**, to trace sensitive operations and speed up incident diagnosis.

Back-end Development & Integrations:

- Built and maintained the **Laravel REST APIs** and the scheduled commands (indexing, kitchen-ticket cleanup) run by cron.
- Integrated the platform with the **Fidelio / OCEANA hotel PMS** (**Oracle** database), and with **HubRise**, **Glovo** and **Light Resa** (403 / 422 error handling, integration history recovery and audit).
- Technical lead for the integration with Bluetooth printer manufacturer **NIIMBOT**: direct coordination with the partner team and scoping of the technical exchanges.

Regulatory Compliance:

- Led the **NACEF certification** (Tunisian fiscal system): regulatory compliance of the POS, traceability and integrity of sales data, on-site deployment with network configuration of terminals to the fiscal servers (static IPs, persistent routes, 4G connectivity).

Performance & Optimization:

- Cut the **Firebase bill from about $1,000 to under $90 a month (≈ -90%)** through a full audit of data flows, root-cause analysis and optimization of reads / writes and back-end logic.
- Made reporting reliable: reconciled POS figures with the back-office PDF / Excel exports and fixed anomalies (midnight rollover, asynchronous loading of end-of-day reports).

Maintenance & L2 / L3 Support:

- Analyzed and fixed production incidents reported through **Jira** across many customer venues: automatic table checkouts, duplicate kitchen-ticket printing, ghost lines, payment-permission bypass on PDA terminals.
- Wrote structured bug and feature tickets (context, impact, acceptance criteria) for the development and support teams.

Security:

- Carried out a **security and risk audit** of the Android app (Kotlin / Firebase), focused on uncontrolled delete operations.
- Moved file storage to **Firebase Storage** and tightened access, configuration and secrets management across environments.
- Handled a security incident on a production VPS (suspicious process, CPU saturation): diagnosis, remediation and verification that no persistence remained.

DevOps & CI/CD:

- Set up **GitLab CI/CD pipelines** to automate quality checks, builds and deployments.
- Production monitoring with **Elasticsearch / Kibana**; server administration (Hostinger / Plesk, OVH, Google Cloud / Firebase).

Quality, Testing & Knowledge Sharing:

- Ran code reviews and wrote technical documentation; defined quality standards for the team.

Leadership & Agile:

- Managed the development team (task allocation, technical mentoring, handovers) and ran the hiring of an Android / Kotlin developer (screening, technical test).
- Organized the work in **Agile / Scrum** with **Jira**, working directly with management and customers.

Tools:

Back-End: PHP, Laravel, REST API, cron / Artisan.
Front-End & Mobile: Vue.js, Flutter.
Databases: Firebase Realtime Database, PostgreSQL, Redis, Elasticsearch.
Cloud & DevOps: Docker, GitLab CI/CD, Firebase Storage, Google Cloud / Firebase, Hostinger / Plesk, OVH, Kibana.
Management & Collaboration: Jira, Confluence, Scrum.

Laser Informatique et Solutions (IT services — custom business software)

Jun 2023 – Aug 2025 (2 yrs 3 mos) *Tunisia*

Position: Senior Full-Stack Developer

Context: Full-stack developer on several client products, including a platform for the pharmaceutical sector, working end to end: gathering requirements with the client, design, back-end / front-end / mobile development, testing, deployment and maintenance.

Project 1 — PROMED (B2B pharmaceutical platform)

Project: B2B web ordering platform between pharmacies and a supplier, synced with the client's existing desktop management software.

Responsibilities:

Back-end Development:

- Built the **Laravel REST API** and a **complex ordering module** that follows pharmaceutical business rules.
- Implemented **real-time synchronization** with the client's desktop application through Laravel microservices and **SQL Server**.
- Integrated real-time notifications and a **secure online payment module**.

Front-end Development:

- Built the web interface in **Vue.js** on top of the Laravel REST API.

Performance:

- Cut **page load times by 70%** by analyzing and fixing critical slowdowns.

Quality & DevOps:

- Set up **automated unit tests** and **Bitbucket CI/CD** pipelines with **Docker** to make releases reliable.

Client Relationship:

- Worked directly with the client to analyze needs, propose technical solutions and follow up after go-live.

Tools: Laravel, PHP, Vue.js, SQL Server, PostgreSQL, Redis, Docker, Bitbucket CI/CD.

Project 2 — PROMED Tracker (delivery mobile app)

Responsibilities:

Mobile Development:

- Designed and built the drivers' mobile app in **Flutter** (Clean Architecture, GetX).
- Integrated a local **ObjectBox** database for **offline** operation.
- Implemented **QR code / barcode** scanning, real-time notifications (**Firebase FCM**), route tracking and delivery confirmation.

Back-end Development:

- Built the **secure Laravel REST API** used by the app.

Tools: Flutter, GetX, ObjectBox, Laravel, PostgreSQL, Firebase FCM.

Project 3 — CityCars Tunisia (KIA) — custom CRM

Responsibilities:

Design & Development:

- Designed and built **a complete CRM from scratch** (contacts, opportunities, sales pipeline, dashboards) tailored to the car dealership's sales processes.
- Analyzed needs with the sales teams and turned them into functional and technical specifications.

DevOps:

- Continuous deployment with **Docker** and **Bitbucket CI/CD** pipelines.

Tools: Laravel, PHP, Vue.js, PostgreSQL, MySQL, Docker, Bitbucket CI/CD.

Excellentia International Institute (training, coaching & professional development)

Mar 2022 – Present *Tunis, Tunisia*

Position: Full-Stack Developer (employee, Mar 2022 – Jun 2023), then Freelance Technical Consultant

Context: Technical owner of the institute's digital ecosystem: four products delivered and maintained over time — a coaching platform (web, API and mobile app) and two SaaS assessment tools. Requirements with the client, design, development, deployment on a Plesk server, corrective and evolutive maintenance.

Project 1 — Coaching House / CoachInTouch (web platform & API)

Project: Coaching, training and loyalty platform connecting participants, coaches, partner companies and administrators.

Responsibilities:

Full-Stack Development:

- Built the platform with **Laravel** (back-end) and **Vue.js + Inertia.js** (front-end), with an advanced admin area: user management, sessions and schedules, statistics.
- Exposed a **Laravel REST API (Sanctum)** sharing the website's database, replacing the mobile app's old Node.js / MongoDB back-end — **without rewriting the screens**.
- Integrated **Konnect** online payments and gamification (points, badges, leaderboard), vouchers and sponsored content for partner companies.

Security:

- Found and fixed a **critical authentication flaw**: the email-verification endpoint issued a valid token without checking the code for already-verified accounts.
- Fixed the expiry of **password-reset codes** (signed date comparison since Carbon 3) and added **token revocation** on logout.

Operations:

- Diagnosed a Laravel queue with no worker (several thousand unprocessed jobs, unsent emails) and defined the recovery plan.

Tools: PHP, Laravel, Vue.js, Inertia.js, REST API, Sanctum, PostgreSQL, MySQL, Konnect, Plesk, Docker.

Project 2 — Coaching House Mobile (iOS / Android app)

Project: Multi-profile mobile app (participant, coach, company, administrator) with more than 80 screens.

Responsibilities:

Architecture:

- Restructured the app into a **layered architecture** (presentation, state / use cases, typed domain, data services, HTTP infrastructure), documented in an architecture guide for the team.
- Centralized the data lifecycle in a generic hook (loading, refresh, errors, **out-of-order responses ignored**, optimistic updates) to remove defects repeated screen by screen.

Features:

- Built coach booking and availability, the calendar, **messaging** (optimistic sending with retry on failure), **push notifications** (FCM / Expo), the shop and **QR-code** vouchers.
- Implemented app-store requirements: **account deletion**, reporting and blocking users, **FR / EN** internationalization (i18next).

Quality & Delivery:

- Introduced a design-token system (colors, typography, surfaces) — **167 hard-coded colors removed** from the coach area — and ran batched acceptance testing with the client.
- Configured **EAS** build profiles (development, production, store) with **HTTPS enforced in production**, and prepared the Google Play and App Store releases.

Tools: React Native, Expo (SDK 54), TypeScript, React Navigation, Axios, Laravel / PostgreSQL API, i18next, Expo Notifications / FCM, EAS Build.

Project 3 — Self Scan (assessment and personal development SaaS)

Project: Questionnaire-based self-assessment platform that produces a detailed profile (mindset wheel, skills, interpretations), offered to individuals and to companies for their employees.

Responsibilities:

Back-end Development:

- Built an **interpretation engine** that determines the profile from per-skill averages, with cached reference data, and server-side chart generation (radar, bell curve, pie).
- Built a **company workspace**: departments / teams / positions, **test invitations by email link**, employee tracking and consolidated reports.
- Integrated **Stripe** and **Konnect** payments with **webhooks**, subscriptions, pricing plans and coupons, plus **multi-currency** support (TND / USD) based on geolocation.
- Industrialized large **PDF** (detailed reports) and **Excel** exports through a **queued job** delivered by email; fixed a 500 error caused by **memory exhaustion** on the results page.

Security:

- Role- and permission-based access control (**RBAC**, Spatie), policy-guarded **impersonation**, **rate limiting** (contact forms, password reset, email verification), strong password rules, account activation and email verification.

Quality:

- Wrote **PHPUnit feature tests** (impersonation) and applied PSR-12, Form Requests and a service layer; bilingual **FR / EN** application.

Tools: PHP 8, Laravel, Blade, Bootstrap 5, PostgreSQL, MySQL, Stripe (Cashier), Konnect, DomPDF, Laravel Excel, Queues, PHPUnit, Plesk.

Project 4 — Brand Scan (brand positioning diagnostic)

Project: Strategic brand assessment tool for coaches and entrepreneurs.

Responsibilities:

Full-Stack Development:

- Built a diagnostic structured in **dimensions and sections** (value proposition, market presence…), with scores computed per dimension and per section and level-based interpretation.
- Built the results area (visualizations, recommendations), questionnaire and statistics administration, and PDF / Excel export; bilingual **FR / EN** application.

Tools: PHP 8, Laravel, Blade, Tailwind CSS, PostgreSQL, MySQL, DomPDF, Laravel Excel, Spatie Permission.

Ntech (web & mobile development)

Jan 2020 – Mar 2022 (2 yrs 3 mos) *Tunisia*

Position: Full-Stack Web & Mobile Developer

Context: End-to-end development of **GoSushi**, a complete digital ecosystem for restaurants made of **five projects**: a web admin platform, three mobile apps (client, delivery and kitchen) synced in real time, and a ticket-printing microservice.

Project 1 — GoSushi Back-office (admin platform)

Responsibilities:

Full-Stack Development:

- Built the **central admin platform in Laravel + Vue.js**: real-time order tracking, catalog management (products, categories, options), customers and drivers.
- Built the **analytics dashboards** (sales, orders) and **role and permission management** for back-office users.
- Built the **Laravel REST APIs** used by the three mobile apps.

Tools: PHP, Laravel, Vue.js, REST API, PostgreSQL, MySQL.

Project 2 — GoSushi Client (Android / iOS mobile app)

Responsibilities:

Features:

- **Cross-platform Flutter** app (single Android / iOS codebase): catalog, ordering and **dish customization**, cart and order history.
- **Real-time order tracking on a map** (driver position via **Google Maps API**) and status tracking (confirmed, preparing, out for delivery, delivered).
- Built-in **messaging** between the customer and the driver / restaurant.
- **Secure online payment** (**Stripe**, **Konnect**), **loyalty program** and **push notifications** (**Firebase FCM**) on every status change.

Tools: Flutter, Dart, Google Maps API, Firebase (FCM), Stripe, Konnect, Laravel REST API.

Project 3 — GoSushi Delivery (driver mobile app)

Responsibilities:

Features:

- **Flutter** app for drivers: receiving and accepting orders to deliver, order and address details.
- **Navigation and route tracking** via **Google Maps API**, with **real-time location sharing** shown in the client app.
- **Delivery status** updates and **messaging** with the customer.

Tools: Flutter, Dart, Google Maps API, Firebase (FCM), Laravel REST API.

Project 4 — GoSushi Kitchen (kitchen mobile app)

Responsibilities:

Features:

- **Flutter** app for the kitchen: new orders received in real time, confirmation and preparation status management.
- **Real-time synchronization** of orders and statuses between the kitchen, the drivers and the customers.

Tools: Flutter, Dart, Firebase, Laravel REST API.

Project 5 — GoSushi Print Service (printing microservice)

Responsibilities:

Back-end Development:

- Built a **Node.js / Express microservice** triggered when **an order is confirmed**: automatic ticket generation and **printing on the dedicated printer**, with no manual step.

Tools: Node.js, Express.js, REST API.

Education

Computer Engineering Degree (evening program) 2020 – 2024
École Supérieure Privée d'Ingénierie et de Technologies (ESPRIT)

Bachelor's Degree in Computer Science 2017 – 2020
Institut Supérieur des Technologies de l'Information et de la Communication (ISTIC)

Languages: Arabic (native), French (fluent), English (professional)