

Mohanad Alawami

IT Professional | Full-Stack Development · Systems & Infrastructure · Technical Support

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Profile

IT professional with 5+ years running a company's entire technology function — building the applications, administering the servers, databases and Microsoft 365 tenant behind them, managing domains, DNS and business email, configuring the office network, and supporting the ~20 staff who use it all. Progressed from Web Developer to IT Manager at Seen Travel, where I built administrative and request-tracking systems that processed 1,600+ requests, automated ticket issuance down to about two minutes per ticket, and integrated payment, BNPL and travel-supplier APIs. In parallel, delivered independent client projects end to end across Hajj services, container shipping, esports, and student transport. Bilingual delivery in Arabic (including RTL interfaces) and English.

Technical Skills

Software Development	PHP · JavaScript · SQL · HTML · CSS · AJAX · jQuery · Bootstrap · WordPress · Responsive Web Design · Arabic RTL and bilingual interfaces · REST API design and integration · Authentication and role-based access control
Databases	MySQL — schema design, queries, optimisation, backup and recovery · Data modelling · Reporting
Payments & Integrations	Payment and BNPL providers: Tamara, Tabby, Emkan, Al Rajhi, Tap · Travel supplier APIs for flight and hotel availability · Transaction reconciliation and error handling · Electronically issued invoices via third-party providers
Systems & Infrastructure	Linux server administration · Cloud VPS · cPanel · Server deployment · Hosting migration · System monitoring · Backup and recovery planning
Domains, DNS & Email	Domain registration and DNS management (Cloudflare) · Custom business email on company domains · SPF, DKIM and DMARC configuration · SSL certificate installation and renewal
Microsoft 365 Administration	Tenant administration · User account creation and licence assignment · Mailbox administration · Outlook, Teams, OneDrive · Onboarding and offboarding with access revocation
Networking & Remote Access	Office network setup and configuration · Switches and hubs · LAN and Wi-Fi connectivity troubleshooting · Cabling and device connection · Remote access administration (AnyDesk)
Hardware & End-User Support	PC setup and configuration · Hardware diagnostics, repair and preventive maintenance · Peripherals and printers · Windows installation and troubleshooting · Software installation · Endpoint protection · CCTV and attendance systems · Remote and on-site support
Service Management	Request logging, assignment and tracking to closure · Incident triage · Root-cause analysis · Escalation handling · User guides and staff training · Documentation
Project & Delivery	End-to-end project lifecycle · Requirements gathering · Scope and timeline definition · Stakeholder management · Client proposals and technical quotations · Handover documentation and maintenance agreements · Concurrent project delivery
Vendor & Asset Management	Hardware and software licence procurement · Vendor negotiation · Service contract management
Digital & Analytics	On-page SEO · Google Analytics · Google Search Console · Zoho CRM setup and workflow customisation
Cloud	AWS fundamentals (Cloud Practitioner Essentials) · Cloud-hosted infrastructure and deployment
Tools	Git · GitHub · Microsoft 365 · Google Workspace · Zoho CRM · Zoho Mail · Cloudflare · AnyDesk · Figma · Adobe Photoshop

Professional Experience

IT Consultant (Part-Time / On-Demand) — Seen Travel	May 2026 – Present
- Provide on-demand technical support, incident resolution, system maintenance, and infrastructure upkeep for the web platform and internal systems following the transition from a full-time role. - Remain the escalation point for issues affecting the administrative and ticketing systems built during the full-time tenure.	

IT Manager — Seen Travel

May 2023 – May 2026

Owned the company's entire IT function: applications, servers, domains and email, network, hardware, vendors, and end-user support for ~20 staff.

- Built and maintained custom administrative systems for managing customer requests, orders, refunds, and invoicing, processing 1,600+ requests.
- Developed an automated flight ticket management system that cut ticket issuance from a lengthy manual process to about 2 minutes per ticket and simplified staff search compared to third-party booking systems; the system processed 380+ tickets within its first month live.
- Built and operated the internal request-tracking system used to log, assign, and follow requests through to closure.
- Integrated payment and BNPL providers — Tamara, Tabby, Emkan, Al Rajhi, and Tap — and travel-supplier APIs for flight and hotel availability, handling authentication, error states, and reconciliation of failed transactions.
- Worked with electronically issued invoices produced through third-party providers as part of the orders, refunds, and invoicing workflow.
- Administered VPS infrastructure end to end: server deployment, cPanel administration, routine MySQL backups, hosting migration, and uptime of business-critical systems.
- Managed company domains and DNS through Cloudflare, set up custom business email on company domains, and configured SPF, DKIM, and DMARC records and SSL certificates.
- Administered the Microsoft 365 tenant: created user accounts, assigned licences, managed mailboxes, and revoked access during offboarding.
- Set up and configured the office network using switches and hubs, and diagnosed and resolved LAN connectivity faults.
- Configured remote access across all company machines using AnyDesk, enabling off-site diagnosis and support.
- Set up, configured, and maintained staff computers and peripherals, including hardware diagnostics, repairs, and preventive maintenance, and installed CCTV and attendance systems.
- Defined the data backup and recovery approach and deployed endpoint protection across staff machines.
- Procured hardware and software licences, negotiated with vendors, and managed service contracts.
- Set up Zoho CRM and customised its workflows, and wrote user guides and trained staff on the internal systems.
- Acted as the internal point of contact for technical issues for ~20 staff (varying with interns and seasonal hires), across Windows, Microsoft 365, software, and hardware, supporting users on-site and remotely.

Web Developer — Seen Travel

Jan 2022 – May 2023

- Developed the company website from scratch to showcase travel services and tourism packages, reaching 3,000–6,000 monthly visitors.
- Built the frontend with responsive layouts across desktop and mobile, in Arabic (RTL) and English.
- Applied on-page SEO and monitored performance through Google Analytics and Google Search Console.
- Built and maintained WordPress sites alongside custom-coded systems.
- Handled hosting setup, domain and DNS configuration, and deployment.

Freelance IT Project Manager & Full-Stack Developer — Self-Employed

2020 – 2024

Part-time from 2022 onward, run concurrently with full-time roles at Seen Travel.

- Led end-to-end delivery of multiple concurrent IT projects: gathered requirements, managed stakeholder expectations, and defined scope and timelines.
- Acted as sole developer and project manager on each engagement — analysis, database design, backend and frontend development, deployment, and post-launch support.
- Prepared client proposals and technical quotations, and produced handover documentation and post-launch maintenance agreements.
- Delivered systems across four sectors: Hajj services, container shipping, esports, and student transportation.

Projects

Alfarkadain — Hajj Registration & Management Platform

2024

- Launched a registration website to receive and process Hajj program applications.
- Designed a full admin panel to manage pilgrim data, travel itineraries, payments, and invoices.
- Implemented role-based access control with separate Admin and Data Entry roles to protect sensitive personal data.

NoahShipper — Container Shipping Company Website

2021

- Delivered a company website for a container shipping business with service listings.
- Built a custom price calculator based on weight, distance, shipment type, and destination.

k7eSports — Esports Team Platform

2021

- Built a team profile website with player and squad management.
- Developed an admin panel for handling join requests and achievement records.

Salam UTF — Student Transportation Platform	2020
- Built a student transportation platform with pickup scheduling. - Developed an admin panel for managing drivers, vehicles, and schedules.	

Education

Diploma in Information Technology — King Faisal University (Distance Learning)	2025 – Expected Early 2027
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Certifications & Training

Cloud Computing Fundamentals: AWS Cloud Practitioner Essentials — Ministry of Communications and Information Technology, in partnership with AWS	2026
Artificial Intelligence Concepts and Advanced Applications — SDAIA	2025
Managing Complex Organisations — Ministry of Tourism	2025
Marketing Communication — Ministry of Tourism	2025

Languages

Arabic — Native · English — Professional working proficiency
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