Zaid Abu Mqarab

zaid.k.mgarab@gmail.com · +201117023332 · Amman, Jordan

PROFESSIONAL SUMMARY

Senior Technical Manager and Systems Architecture Lead with 8+ years of multidisciplinary experience spanning Laravel/PHP backend platforms, REST API design, Linux production infrastructure, AV systems integration, sound and light shows, automation systems, interactive user experiences, and immersive multimedia solutions. Skilled in leading multidisciplinary teams, designing scalable system architectures, managing production environments, and bridging business requirements with software, infrastructure, control systems, and hardware-software integration. Focused on delivering secure, documented, and production-ready technical solutions for enterprise platforms, smart environments, cultural attractions, and technology-driven customer experiences

WORK EXPERIENCE

Technology Director / Head of Technology
10/2023 - Present

Digital Sphere Solutions

- Leading company-wide technology strategy across software engineering, AV systems, automation, enterprise infrastructure, and smart integrated environments.

Senior Technical Project Manager

Karnak Sound & Light Project

- Led technical project management for a large-scale cultural infrastructure project. Responsible for WBS planning, MS Project scheduling, risk registers, method statements, ITP preparation, and stakeholder progress reporting.

System and Development Manager
03/2021 - 10/2023

Digital Sphere Solutions

- Managed multidisciplinary technology delivery across software engineering, AV systems, infrastructure, automation, and integrated enterprise projects.

Head of System Design & Development
05/2019 - 02/2021

Shobaki Automation System

- Led system design and development for integrated AV, automation, networking, Crestron control, and software-driven environments.

Full-Stack Developer & System Architect

Digital Projects

- Designed and developed multiple Laravel-based platforms including ERP systems, admin dashboards, API backends, top-up platforms, and multi-language applications. Managed server environments and production deployments.

Senior AV System Designer 06/2018 - 04/2019

Shobaki Automation System

- Designed enterprise-grade AV and automation systems for commercial, institutional, and multi-zone environments.

Senior Full Stack Developer 01/2018 - 03/2021

Elementes Innovation

- Developed smart software solutions integrated with hardware devices, on-site systems, and interactive operational environments.

Junior Full Stack Developer 01/2017 - 02/2018

Onix Solutions

- Developed and maintained web applications while supporting debugging, optimization, and first-level technical support.

Technology Consultant 2020 - Present

Cube Solutions

- Providing technology consulting, software architecture, and delivery support across SaaS, ERP, CRM, e-commerce, LMS, telecom-related systems, and web automation projects.

EDUCATION

Bachelor's Degree — Computer Science 2011 – 2015

al Isra'a University

Professional Certifications — Laravel, Vue.js, System Architecture, Server Administration, AI Workflows 2018 – Present

Online Platforms (Udemy, Coursera, LinkedIn Learning)

SKILLS

AI-Assisted Workflows: AI-Assisted Development Workflows · Prompt Engineering · Web Automation Robots · Workflow Bots

Technical Leadership & Delivery: Technical Strategy · Technical Leadership · System Architecture · Software Architecture · CTO-Level Consulting · Technical Project Management · Milestone Planning · Technical Reporting · Technical Documentation · Feasibility & Budgeting

Backend & Software Engineering: PHP · Laravel · Laravel Architecture · REST API Design · Third-Party API Integration · SaaS Platform Development · ERP & CRM Systems · E-commerce Platforms · Code Review & Refactoring

Mobile & Web Development: Flutter Development · Flutter Architecture · Native Android Development · Kotlin Development · Mobile API Integration · Admin Panels & Dashboards · Vue.js · JavaScript · Bootstrap / HTML / CSS · Blade Templates · C# Development · C++ Development · Desktop & Systems Programming

Automation, AV & Control Systems: Automation Systems · Control Systems · Hardware-Software Integration · AV System Integration · Sound & Light Systems · Crestron Control Systems · Meeting Room Automation · Retail Center Automation · Lighting Scenes & Control

Immersive & Smart Experiences: Immersive Experience Strategy · Interactive Installations · Smart Environments · Permanent Multimedia Attractions · Smart Museum Ecosystems · Smart Shopping Center Systems · Immersive Audio Ecosystems · Architectural Lighting · Holographic Installations · Visitor Journey Design

Infrastructure, Servers & Data: Linux Server Admin · Git & GitHub · MySQL · Database Design · Query Optimization · Backup & Recovery Planning · Production Troubleshooting · Logs Analysis

UI & Digital Experience: UI Design · Interactive Digital Experiences · Dashboard UX · Visual Hierarchy · User Journey Mapping · Digital Customer Experience

Technical Leadership: Code Review & QA

NOTABLE PROJECTS

Qaitbay Citadel – Permanent Sound & Light Multimedia Show

Led technical delivery coordination across projection systems, architectural lighting, audio distribution, media playback, show-control workflow, site coordination, commissioning, and operational readiness for a permanent heritage attraction.

- A permanent heritage sound and light multimedia show at Qaitbay Citadel, combining projection systems, architectural lighting, synchronized audio, historical narration, media playback, and centralized show control for repeated public operation.

Technologies: Sound & Light Show, Projection Systems, Architectural Lighting, Audio Systems, Show Control, Media Playback, AV Integration, Content Synchronization, Heritage Technology

Al Karnak Temple – Sound & Light Show Redevelopment

Led the winning technical strategy, including show-route planning, AV system concept, projection and lighting direction, show-control assumptions, engineering readiness, procurement direction, and coordination between creative, technical, and execution teams.

- A major redevelopment program for Karnak Temple’s sound and light show, structured around visitor-route sequencing, projection systems, architectural lighting, distributed audio, media control, operational infrastructure, and heritage-site implementation constraints.

Technologies: Sound & Light Show, Projection Systems, Architectural Lighting, Audio Distribution, Show Control, AV Integration, Heritage Site Planning, Technical Strategy, Procurement Scope

Virtual Reality Experiences – Ministry of Tourism & Antiquities

Directed the technical and experience-development process for VR heritage content, coordinating scenario structure, user journey, interaction logic, 3D production requirements, performance considerations, and public-deployment readiness.

- A set of heritage VR experiences presenting Egyptian historical subjects through interactive 3D environments, guided storytelling, visitor-friendly navigation, and deployable public-experience workflows.

Technologies: Virtual Reality, VR Experience, 3D Environments, Interactive Storytelling, Heritage Visualization, Unity, Digital Heritage, Tourism Technology, Public Experience

General Intelligence Services Museum

Led technical coordination for museum technology integration, including interactive-display workflows, multimedia content deployment, control requirements, system handover, commissioning, and alignment between design, content, AV, and operational teams.

- A high-security governmental museum environment using interactive exhibits, digital displays, multimedia storytelling, controlled content playback, and centralized operational workflows.

Technologies: Museum Technology, Interactive Exhibits, Multimedia Systems, Digital Displays, Touch Screens, Content Playback, Control Systems, AV Integration, Government Museum

Talaat Moustafa Group – NOOR Smart Sales Center

Led the technical planning and integration of sales-experience systems, covering AV architecture, interactive screens, touch workflows, content presentation logic, control systems, sales-team usability, and on-site commissioning.

- A smart real-estate sales center designed to present a large master development through interactive displays, touch interfaces, digital presentation zones, AV infrastructure, and controlled sales-demo workflows.

Technologies: Smart Sales Center, Interactive Displays, Touch Systems, AV Integration, Digital Presentation, Real Estate Technology, Control Systems, Sales Enablement, Customer Experience

Laravel Project Management System

Designed the software architecture and implemented the platform foundation using Laravel, Inertia.js, Vue.js, MySQL, RBAC, file-management modules, review workflows, validation rules, and admin-facing operational screens.

- A Laravel-based operational project management platform built to centralize project records, files, permissions, review states, BOQ-style data, administrative workflows, and future module expansion.

Technologies: Laravel, PHP, MySQL, Inertia.js, Vue.js, REST APIs, RBAC, Admin Dashboard, File Management, Modular Architecture

Ish7nly Top-Up Application

Led the technical architecture for the Laravel backend, Flutter mobile structure, REST API contracts, wallet and order workflows, provider integration model, multilingual experience, Firebase integration, and production-readiness planning.

- A multilingual top-up and digital-services platform covering mobile recharge, wallet operations, orders, digital game products, subscriptions, provider integrations, OTP authentication, and operational back-office workflows.

Technologies: Laravel, Flutter, REST API, MySQL, Firebase, Wallet System, OTP, Digital Products, Mobile App, Admin Dashboard, Provider Integration, Multilingual App

LINC Smart Bank

Led the technical design and integration of smart-branch systems, including customer-facing digital interfaces, interactive presentation zones, AV infrastructure, control workflows, branding technology, and coordination with banking-operation requirements.

- A smart banking branch environment combining digital customer touchpoints, interactive displays, AV systems, branch presentation technology, and controlled service-experience workflows.

Technologies: Smart Branch, Banking Technology, Interactive Displays, AV Integration, Digital Branding, Control Systems, Customer Experience, Branch Automation

Gulf Insurance Group Smart Branch

Led the technical integration of smart-branch components for the insurance environment, including digital displays, interactive workflows, AV coordination, content presentation logic, control requirements, and delivery readiness.

- A smart insurance branch experience using digital presentation, interactive customer touchpoints, AV systems, controlled content workflows, and service-experience technology.

Technologies: Smart Branch, Insurance Technology, Digital Presentation, Interactive Displays, AV Integration, Control Systems, Customer Engagement, Service Experience

Shamel Smart Branch – Ministry of Interior KSA

Led the technical planning and implementation coordination for a government smart-branch model, including service-flow design, automation logic, interactive systems, operational control, user journey, and delivery coordination.

- A smart government self-service branch for the Ministry of Interior in Saudi Arabia, designed around digital workflows, service automation, interactive service interfaces, queue-light operation, and controlled branch technology.

Technologies: Smart Branch, Government Automation, Self-Service, Interactive Interfaces, Service Automation, Control Systems, Citizen Experience, KSA

Jordan Games Week 2015 & 2016

Managed technical and operational delivery for gaming-event environments, including zone setup, AV requirements, sponsor coordination, team supervision, audience-flow support, and live event troubleshooting.

- Large-scale gaming events and brand activations involving gaming zones, sponsor areas, AV operation, audience engagement, technical setup, and on-site event delivery.

Technologies: Gaming Event, Event Management, Brand Activation, AV Operations, Interactive Zones, Audience Engagement, Technical Operations, On-Site Support

CERTIFICATIONS & TRAINING

Introduction to Software Product Management — University of Alberta (2024)

Crestron Programming Level 2 — Crestron Electronics (2020)

Crestron Programming Level 1 — Crestron Electronics (2019)

Crestron NVX — Crestron Electronics (2020)

Crestron GUI Builder (VT Pro) — Crestron Electronics (2020)

Crestron Commercial Design — Crestron Electronics (2020)

Residential Design — Crestron Electronics (2020)

Android Programming Language — Android Development Training Center (2019)

Computer Maintenance & Microsoft Office Applications — Al-Shamelah Computer Center (2019)

SITS 2018 - IT Students Symposium — SITS Conference, Jordan (2018)