

Yousef Halawani

IT Manager & Technical Lead · Systems Engineering · Cloud · Integrations

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SUMMARY

IT manager and technical lead who turns business needs into systems that run every day. At Jap Cookies I led the build of JAPay — the in-house POS and ZATCA e-invoicing platform used daily across company-owned and franchise branches — and I run the cloud, devices and digital channels behind it. CDMP Associate and MSc Computer Science student at Umm Al-Qura University.

EXPERIENCE

IT Manager — Jap Cookies, Makkah Apr 2026 – Present

- Led the design and rollout of JAPay, an in-house POS and back-office platform (Odoo 18 with a Flutter Android cashier app), used daily across company-owned and franchise branches.
- Delivered ZATCA Phase 2 (Fatoora) e-invoicing in production for the company and its franchise partners, and integrated SoftPOS card payments into the cashier app.
- Deployed and operate production on Google Cloud (Dammam) behind Cloudflare, with automated backups, point-in-time recovery and health monitoring.
- Manage the Android POS fleet (SUNMI, LANDI) with kiosk lockdown and remote management; built inventory, recipe-costing and franchise-onboarding workflows.
- Run the company website, email authentication (SPF, DKIM, DMARC), online store and internal tools; produced training videos and user guides for branch staff.

IT Specialist — Al-Ghufran Safwah Hotel, Makkah Sep 2023 – Apr 2026

- Upgraded the wireless network to Wi-Fi 6, migrated telephony to IP, and set up a MikroTik guest hotspot with a captive portal.
- Kept servers, storage and networks highly available; supported all departments, coordinated with vendors and took part in IT internal audits.
- Received a Certificate of Appreciation from the General Manager for outstanding performance (2023).

IT Field Training — King Abdullah Medical City · IT Infrastructure & Enterprise Applications Jun – Aug 2022

VOLUNTEERING

Technical Supervisor, Masarat Medical — Faculty of Medicine, Umm Al-Qura University 2025

- Supervised the development and implementation of the faculty's intern-doctor placement website; received a Certificate of Appreciation from the Faculty (2026).

EDUCATION

MSc, Computer Science — Umm Al-Qura University 2026 – 2028 (expected)

BSc, Information Technology — Taif University 2018 – 2023

CERTIFICATIONS & COURSES

- Certified Data Management Professional (CDMP) — Associate, and Data Management Fundamentals · DAMA International · 2026
- AI Training Hackathon · Kanz · 2026 | Executive Development for Tourism & Hospitality · Dale Carnegie London · 2024
- Ministry of Tourism courses (Emotional Intelligence, Conflict Resolution, Digital Marketing, AI in Hospitality) · 2024 | Cybersecurity for Startups · Maharat · 2023

SKILLS & LANGUAGES

Systems & cloud: Systems Integration, Google Cloud, Cloudflare, Docker, Linux, PostgreSQL

Networks & security: Network Administration, Wi-Fi 6, VoIP, MikroTik, SPF/DKIM/DMARC

Languages: Arabic (native) · English (full professional proficiency)

POS & payments: Odoo, Flutter, POS Systems, SoftPOS, ZATCA E-Invoicing, MDM

Data & delivery: Data Management & Governance, Requirements Analysis, Project Management, AI-Assisted Development