# HOSAM ZEWAIN

**Chief Technology Officer @ Appout ITS | AI & Cloud Leader | MBA Candidate**

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🔗 https://hosam.dev　📍 El Mansoura

## EXPERIENCE

### Chief Technology Officer
**Appout ITS**

📅 07/2025 - Present　📍 Egypt

- Leading cross-functional engineering teams (Backend, Frontend, Mobile, QA, DevOps) to ensure smooth delivery and operational excellence of RoboDesk.
- Implementing effective capacity planning, workload distribution, and technical guidance to maximize productivity and meet delivery timelines.
- Acting as the main decision-maker for both technical direction and team performance, ensuring quality and collaboration.
- Building and refining engineering processes for Agile delivery, CI/CD, observability, and performance optimization.
- Actively contributing to development by adding new features, rebuilding critical modules, and designing new product components.
- Partnering with Product & Business leadership to align technical execution with business strategy, while driving AI-first enhancements (LLMs & automation) to improve customer support workflows.

### Technical Country Manager
**Mazaya Integrated Solutions Company W.L.L**

📅 04/2025 - 07/2025　📍 Egypt
🔗 https://mazaya.com.kw

- Leading technical operations across Cairo and Mansoura branches, ensuring alignment with business objectives.
- Managing development teams and enforcing agile practices, code quality standards, and delivery excellence.
- Overseeing recruitment, onboarding, and upskilling of technical talent.
- Driving strategic planning, resource allocation, and optimizing team structures.
- Coordinating cross-functional alignment between technical, product, business units.
- Representing the company in high-level technical discussions with stakeholders, partners.
- Managing cloud infrastructure, hosting, tools, and vendor relations.

### Executive Technical Director
**RoQaY**

📅 09/2018 - 04/2025　📍 Egypt
🔗 https://roqay.com

- Led a cross-functional team of 50+ members across Egypt and Kuwait, including product, engineering, and design functions.
- Coordinated with 5+ business partners to align technical execution with company goals.
- Implemented project and task management systems to streamline daily operations and team workflows.
- Managed up to 15 concurrent projects, ensuring optimal team allocation and timely delivery.
- Delivered over 100 custom software projects and 8 full-scale software products to enterprise clients.
- Built and scaled technical teams by conducting 40–60 interviews monthly and onboarding top talent.
- Mentored and trained new hires to align with company standards and project expectations.

### React-Native Instructor
**Information Technology Institute (ITI)**

📅 01/2019 - 01/2024　📍 Egypt

- Delivered hands-on training in React Native and mobile app development to postgraduate students.
- Taught over 15 cohorts, educating more than 500 students and guiding them toward industry readiness.

### Senior software developer
**INC Technologies (K.S.C.C.)**

📅 08/2018 - 11/2018　📍 Kuwait City, Kuwait

## SUMMARY

Results-driven **Technical Manager** and **TPM** with over 12 years of experience leading cross-functional teams in delivering complex software solutions across the Gulf region. Proven ability to manage multiple concurrent projects, drive Agile practices, and align technical execution with business goals. Adept at stakeholder communication, team leadership, and ensuring on-time, within-budget delivery. Passionate about mentoring talent, optimizing workflows, and building scalable, high-impact digital products.

## KEY ACHIEVEMENTS

💎 **Highly Rated Instructor**
Achieved a high student satisfaction rate over 25 classes and 4.7 out of 5 stars on Udemy courses.

💎 **Project Delivery Excellence**
Delivered 150+ projects and 5 products in 7 years across various sectors.

💎 **Leadership In Team Management**
Managed a 100-member cross-functional team for a major platform projects in gulf region.

💎 **Impactful Technology Education**
Taught React-Native and cloud computing to over 3000 students with successful placement.

💎 **Talent Acquisition**
Interviewed more than 5000 professionals and recruited and trained 500+ professionals over 8 years.

💎 **Founded Na3ml initiative**
**Na3ml Initiative** is a volunteer-based, non-profit initiative aiming to educate and train 1,000 individuals in programming and its various branches, preparing and integrating them into the job market. And already trained over 2,000 participants.

## CERTIFICATION

**Cert Prep: PMI Agile Certified Practitioner (PMI-ACP)®**
LinkedIn

**AI Agents for Product Leaders**
Linkedin

**Project Management Foundations**
LinkedIn

**Software Processes and Agile Practices**
University of Alberta

## EXPERIENCE

**Projects Manager**
**Naser Al Sayer Group**
📅 01/2016 - 08/2018    📍 Kuwait

- Led full-cycle delivery of software products, overseeing both technical and business aspects.
- Built and managed a cross-functional team of 80+ engineers and eLearning specialists to launch "Kashcool," one of the MENA region's largest eLearning platforms.
- Directed a development team of 8 to build and operate an online booking platform for salons and spas in Kuwait.
- Managed cloud infrastructure (AWS & DigitalOcean), including deployment, monitoring, and troubleshooting.
- Recruited and coached technical talent to meet evolving project and business needs.

**Web Developer**
**Communication and Information Technology Center(CITC)**
📅 06/2015 - 02/2016    📍 Mansoura University

- Developed and maintained over 8 websites for institutions including CITC, the Ministry of Housing, and Elmamlakah University.
- Improved UX/UI for key internal systems such as Ibn Sina Hospital Management System and El Farouk HR System.
- Received a certificate of appreciation for contributions to system enhancements and web development.

**Software analysis & sales**
**Fikrh Solutions**
📅 04/2014 - 12/2014    📍 Mansoura, Egypt

**UI designer & Software sales**
**Toegy solutions**
📅 07/2013 - 04/2014    📍 Mansoura, Egypt

**Web designer & UI developer**
**Freelancer**
📅 01/2009 - 07/2013    📍 Egypt

## EDUCATION

**Master of Business Administration, Digital Transformation**
**ESLSCA University**
📅 09/2024 - Present    📍 Giza, Egypt

**Master's degree, Computer Software Engineering**
**Cairo University**
📅 10/2021 - Present    📍 Cairo, Egypt

**Business Informatics Diploma, Information Technology**
**Faculty of Computers and Information - Mansoura University**
📅 01/2017 - 12/2020    📍 Mansoura, Egypt

**Open source Diploma, Mobile and Open Source Development**
**Information Technology Institute (ITI)**
📅 01/2014 - 12/2015    📍 Mansoura, Egypt

**Bachelor of Laws, Egyptian Law**
**Faculty of Law - Mansoura University**
📅 01/2009 - 12/2013

## CERTIFICATION

**Introduction to Software Product Management**
University of Alberta

**Foundations of Project Management**
Coursera

**Software Architecture: From Developer to Architect**
LinkedIn

**Python for Data Science, AI & Development**
Coursera

**Deploy JavaScript Apps to AWS Elastic Beanstalk**
LinkedIn

## SKILLS

### Leadership & Management

- Team Leadership
- Project Management
- Agile Project Management
- Product Management
- Technical Management
- Technical Leadership
- SDLC
- Software Projects Development
- Hiring & Mentorship
- Project Planning

### Technical Skills

- Web Development
- Mobile Development
- AWS
- Cloud Computing
- Cloud Infrastructure
- DevOps
- Cybersecurity Basics
- ERP Systems
- Agile Methodologies
- Software Architecture
- Machine Learning

### Personal Attributes

- Empathy and Team Building
- Strategic Thinking
- Clear Communication