

KAMAL AL-HAMDANI

Software Delivery · Agile Teams · Web, E-Commerce, SaaS & Mobile

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Sana'a, Yemen · Open to remote worldwide and relocation to Saudi Arabia

PROFESSIONAL SUMMARY

Technical Project Manager and founder with 12+ years delivering software. I built OteK from nothing into a digital agency that grew from 4 to 12 people across frontend, backend, Flutter, DevOps, QA and design, and have delivered 93 client projects since 2014 across web, e-commerce, SaaS and mobile. I own engagements end to end — requirements, proposal, scope, schedule, delivery, handover and support — and I still write code, so my estimates hold and my teams trust my calls. I build and run production AI agents, and use AI-assisted development to ship whole systems myself. I deliver where nothing is guaranteed, so I plan for failure by default: redundant infrastructure, documented systems, no single point of dependency.

93 client projects delivered **12** person team built from scratch **12+** years in software

CORE COMPETENCIES

Delivery Agile · Scrum · Kanban · Sprint Planning · Estimation · Scope & Change Control · Risk & Issue Management · Release & Handover · UAT

Client & Team Cross-Functional Team Leadership · Hiring & Onboarding · Mentoring · Requirements Workshops · Proposals & SOWs · Stakeholder Management · Code Review Standards

Technical Solution Architecture · REST API Design · Database Design · Infrastructure & Deployment · CI/CD · Security Patching

AI AI Agent Design · Conversational & Voice Agents · Knowledge Base / RAG · Prompt Engineering · LLM Evaluation & Guardrails · Multi-Agent Delivery Pipelines (Code Review, QA, CI/CD)

WORK EXPERIENCE

OteK IT Services

Dec 2020 – Present

Founder & Technical Project Manager

Sana'a, Yemen

- Grew the team from 4 to 12 across frontend, backend, Flutter, DevOps, QA and UX/UI design — hiring, onboarding, mentoring and setting the technical standards they work to.
- Delivered 93 client projects since 2014 — 93 clients who trusted us and 93 ideas turned into working software — across web, e-commerce, mobile and business platforms.
- Run every function of the business personally: sales and proposals, requirements and systems analysis, scope and scheduling, delivery, accounts and hiring — so estimates reflect what work actually costs.
- Moved the team to two-week sprints with standardized project templates and mandatory code review, cutting average delivery time roughly 60% and materially reducing rework.
- Grew company revenue about 30% by expanding the service line into e-commerce platforms, managed hosting and ongoing support retainers.
- Manage production infrastructure across Linux VPS environments — deployment, CI/CD, security patching and uptime — for client systems in daily use.
- Build and operate production AI agents — chat and voice — handling live customer conversations in Arabic: knowledge-base design, prompt engineering, guardrails, evaluation and ongoing tuning.
- Built an AI-assisted delivery pipeline and used it to ship the Go Turbo Fitness platform end to end myself — clean architecture on SOLID and DRY principles, a dedicated code-review agent, a QA agent, CI/CD, and every task tested before it merged.

Yemen Microfinance Network

Aug 2019 – Nov 2020

Data Management & Systems Specialist

Sana'a, Yemen

- Managed data operations for the Yemen Emergency Crisis Response Project, working with MEAL, operations and field coordinators.
- Introduced validation rules at the point of entry that cut data-entry errors by about 95%, measured against the error log before and after.
- Rebuilt database views, stored procedures and triggers, improving query response times by roughly 25%.
- Automated batch data loading, taking a job that ran for hours down to under a minute, and produced reporting in Power BI, SPSS and TOAD.

Prodigy Systems

Oct 2018 – Dec 2018

Field Officer Assistant — Emergency Cash Transfer Project

Yemen

- Collected and analysed daily payment-agent issue reports for a national cash-transfer programme, and rebuilt the reporting process so summaries reached decision-makers same-day instead of the following week.

OteK IT Services

Mar 2014 – Dec 2017

Systems Analyst & Full-Stack Developer

Sana'a, Yemen

- Analysed application requirements and designed the databases and system architecture to support them.
- Designed and optimized MySQL and SQL Server databases, improving data retrieval performance by around 70% on the systems measured.
- Built web applications on MVC architecture and cross-platform mobile apps using Ionic, Angular and Cordova.
- Ran internal training on database design and full-stack practice for the developers joining the team.

PROJECTS

Go Turbo Fitness — client project, built solo

Training-management platform for personal trainers: coach dashboard on web plus iOS and Android client apps, covering programs, progress tracking and subscription billing. Flutter and Laravel, built end to end by me on an AI-assisted pipeline — SOLID and DRY, a code-review agent, a QA agent, CI/CD and a tested build on every task. goturbofitness.com

Hamsa Beauty — client project

Bilingual beauty e-commerce storefront — catalog, checkout, payments and merchant administration, Arabic-first with RTL. dev.hamsa-beauty.com

OteK AI — OteK's own product

Arabic-first AI customer-service assistant for small businesses, answering on WhatsApp, a website widget and in-app from one dashboard. I defined the product, built it and run it. ai.otekplatform.com

EDUCATION

BSc Information Technology

2015 · CGPA 3.45 / 4.0

Lebanese International University, Yemen

CERTIFICATIONS

Google Project Management (Foundations, Initiation, Planning)

Google · 2023

Diploma in Project Management

Canadian Training Center of Human Development · 2021

Change Management & Effective Motivation

Yemen Microfinance Network · 2020

Advanced Excel

Talal Abu-Ghazaleh Institute · 2018

In progress Agile Development & Scrum (IBM) · Introduction to DevOps (IBM) · Project Planning (Google) · Product Management: An Introduction (IBM)

TECHNICAL SKILLS

Laravel · Next.js · React · Flutter · REST APIs · MySQL · SQL Server · PostgreSQL · Linux / VPS · CI/CD · Git · Jira · Trello · Figma · Power BI · LLMs & Claude API · AI agents (chat & voice) · RAG · Prompt engineering

LANGUAGES

Arabic (Native) · English (Professional Working Proficiency)