HANUSH HARIDAS

IT MANAGER | FULL-STACK DEVELOPER | SYSTEMS & BUSINESS AUTOMATION

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PROFESSIONAL PROFILE

Hybrid IT Manager and Full-Stack Developer with 13+ years of experience spanning enterprise IT operations, custom software development, CRM platforms, API integration, business automation, cloud administration and infrastructure support. Strong hands-on expertise in PHP, MySQL, Laravel, JavaScript, Microsoft 365, Bitrix24, WhatsApp Business APIs and systems integration. Experienced in owning solutions end-to-end - from requirements, architecture and development through deployment, user support, security, maintenance and continuous improvement - with a practical focus on measurable business value, reliability and usability.

13+ YEARS	HYBRID PROFILE	INTEGRATION FOCUS	BUSINESS OWNERSHIP
Development + IT Operations	Software + Infrastructure	CRM, APIs, Automation	Build, Deploy, Support

CORE EXPERTISE

Software Development PHP 7/8, Laravel, CodeIgniter, MySQL/MariaDB, JavaScript, jQuery/AJAX, HTML5, CSS3, Bootstrap, REST APIs, JSON/XML, Git	**CRM & Business Applications** In-house CRM, workflow systems, dashboards, reporting, HRMS, attendance, booking, document flows, POS, WordPress/WooCommerce
API & Integration Bitrix24 REST API, Meta WhatsApp Cloud API, QuickBooks Online API, ZATCA Phase 2, MenaMe/Menaitech, BioTime, webhooks, payment/SMS gateways	**Mobile & Cross-Platform** React Native / Expo, mobile-first web apps, API-driven mobile workflows, camera/photo/scanner integrations
Microsoft 365 & Cloud Exchange Online, SharePoint, OneDrive, Teams, Entra ID/Azure AD, mail flow, access control, cPanel/hosting, cloud services	**Infrastructure & Security** Windows Server, Active Directory, networking, Wi-Fi, VPN, Sophos/SonicWall, endpoint protection, printers, executive/VIP support
Backup, Storage & UC QNAP, Synology, WD NAS, backup monitoring, restore verification, Avaya, Nortel, Yeastar, Yealink, VoIP/IP phones	**AI & Automation** AI call transcription/analysis, tone & sentiment, lead classification/scoring, automated summaries, alerts, cron jobs and process automation

SELECTED HIGH-IMPACT PROJECTS

QuickBooks -> KSA ZATCA Phase 2 Connector | PHP / Laravel | QuickBooks Online API | ZATCA e-Invoicing | XML / QR

Developed and validated a custom accounting connector that synchronises QuickBooks invoices with Saudi ZATCA Phase 2 workflows, including onboarding/compliance, signed XML, invoice hashes, QR data, clearance/reporting status, retries and multi-company architecture.

Enterprise In-House CRM & PHP Modernisation | PHP / MySQL | REST APIs | Dashboards | Workflow Automation

Develop and maintain a large internal CRM covering projects, staff workflows, approvals, documents, reports, dashboards, mobile/API integrations and automation. Led staged PHP modernisation and compatibility work while preserving live business workflows and data integrity.

Bitrix24 + Property Portal Lead Integration | Bitrix24 REST API | PHP / MySQL | Property Finder / Bayut | Webhooks

Built integration workflows for listings and inbound enquiries, agent/reference mapping, duplicate prevention, lead/deal creation, custom CRM fields, routing to responsible agents, sync logging, retries and administrative control.

Meta WhatsApp Business Automation Platform | Meta WhatsApp Cloud API | PHP / Laravel | MySQL | Webhooks

Built a business messaging platform for contacts, templates, variable handling, campaign mapping, bulk messaging, routing, opt-outs, delivery/reporting and CRM/Bitrix-oriented lead workflows.

MenaMe / HRMS / Attendance Integrations | REST API | PHP / MySQL | BioTime | Employee & Attendance Sync

Implemented and supported HR/attendance integration flows for employee synchronisation, attendance, leave/missing-punch data, project/deliverable exchange, mapping, import processes, exception handling and reporting.

Cross-Platform Mobile CRM & Field Workflows | React Native / Expo | REST API | PHP / MySQL | Camera / Scanner

Developed API-driven mobile CRM workflows for search, project access, photo/scanner capture, contact actions and field operations, designed for Android/iOS with role-based access and secure backend integration.

PROFESSIONAL EXPERIENCE

IT Manager / Full-Stack Developer / IT Administrator | Nabih Elias Azzam Engineering Services LLC | Jun 2018 - Present | Dubai, UAE

- Own day-to-day IT operations and business application delivery, covering infrastructure, Microsoft 365, user support, security, system maintenance, software development and technology improvement initiatives.
- Design, develop and maintain internal CRM modules, workflow systems, dashboards, reports, document processes, approvals and automation tools using PHP, MySQL, JavaScript, Bootstrap, APIs and supporting libraries.
- Build and integrate business APIs including Bitrix24 REST services, WhatsApp Business/Meta Cloud API, MenaMe/Menaitech flows, HR/attendance integrations and other third-party systems using REST, webhooks, JSON/XML and scheduled jobs.
- Administer Microsoft 365 services including Exchange Online, SharePoint, OneDrive, Teams and Entra ID/Azure AD, with responsibility for accounts, access control, mail flow, security and user lifecycle support.
- Manage infrastructure support across desktops/laptops, Windows Server, Active Directory, LAN/Wi-Fi, VPN, firewalls, endpoint security, printers and executive/VIP support; coordinate vendors and troubleshoot business-critical incidents.
- Manage backup and storage using QNAP, Synology and WD NAS, including access permissions, monitoring, restore verification and operational continuity support.
- Support telephony and unified communications across Avaya, Nortel, Yeastar and Yealink/IP phones, including extension setup, routing and VoIP troubleshooting.
- Deliver websites, WordPress/WooCommerce, web applications, hosting, domains, digital campaigns and WhatsApp-based business communication solutions according to business requirements.
- Lead system troubleshooting and production issue resolution, balancing continuity of existing workflows with incremental modernisation, performance improvements and security-conscious changes.

Senior Web Developer / Administrator | 6STC | Dec 2017 - May 2018 | Dubai, UAE

- Developed online/offline POS software and custom PHP/MySQL web applications with responsive user interfaces.
- Built websites from design files, implemented dynamic features, APIs, payment gateways and client-specific functionality; supported hosting and application troubleshooting.

Full-Stack Web Developer | Hexcore Technologies | Mar 2015 - Sep 2017 | Kerala, India

- Built dynamic, e-commerce and corporate websites using PHP, MySQL, HTML/CSS, JavaScript and responsive frameworks.
- Designed databases, deployed code, maintained hosting environments and supported cloud hosting, software updates, hardware issues and digital campaigns.

System Admin / Web Developer | Nevisoft Consultancy | Jan 2014 - Mar 2015 | Kerala, India

- Developed PHP/MySQL web applications while supporting Windows servers, remote users, backups, Outlook/email, operating systems and basic network troubleshooting.

Admin Officer / Web Developer | G-Tech Computer Education | Aug 2012 - Dec 2013 | Kerala, India

- Supported administration, HR coordination, customer service, reporting, social media marketing and website maintenance/design.

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Engineering in Computer Science - Anna University, Tamil Nadu, India | 2012

Google AI learning series (2026): AI Fundamentals, AI for App Building, Data Analysis, Content Creation, Writing & Communication, Research & Insights, Brainstorming & Planning.

Additional training: Google Digital Garage; HubSpot Digital Marketing; Google Analytics coursework.

SELECTED WEB & ONLINE WORK

nea-me.com | jhanswa.com | aal.ae | thiruvairanikkulamtemple.org | lucasworkwear.com | batteryplanets.com

Languages: English, Hindi, Malayalam | **Nationality:** Indian | **Visa:** UAE Residence Visa | **Driving Licence:** Dubai