

**Omar Ahmed ElHawary** - Technical Consultant | Solutions Engineer (SaaS & WordPress Platforms)

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## PROFESSIONAL SUMMARY

Technical Consultant with 7+ years of experience supporting SaaS products and WordPress-based platforms. Strong background in solution design, system troubleshooting, API integrations, payments, and subscriptions. Proven ability to translate business requirements into technical implementations, support complex customer environments, collaborate with engineering teams, and deliver scalable solutions. Experienced in customer-facing technical roles, implementation support, documentation, and QA testing in remote global teams.

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## PROFESSIONAL EXPERIENCE

### Caseproof (MemberPress / Members Plugins) — Remote, USA

#### Senior Technical Support Engineer (Tier 3)

September 2022 – Present

- Act as a technical consultant for complex customer use cases involving memberships, subscriptions, rules, automations, payments, and third-party integrations.
- Resolve 600+ advanced production issues across high-traffic SaaS WordPress environments.
- Design and implement custom technical solutions using PHP, JavaScript, and WordPress hooks to meet customer business requirements.
- Support pre-implementation and post-launch scenarios by advising customers on architecture, configuration, and best practices.
- Collaborate with engineering teams to identify bugs, write detailed GitHub reports, and validate fixes through QA testing.
- Develop internal tools and plugins to extend product capabilities, including reporting and invoice generation solutions.
- Write internal and external documentation to improve onboarding efficiency and reduce support escalations.

### SwiftX — Self-Employed, Egypt

#### WordPress Technical Consultant / Lead Developer (Jun 2023 – Present)

- Lead technical consulting engagements for WordPress-based platforms and custom SaaS-style solutions.
- Translate client business requirements into technical specifications and implementation plans.
- Design and deliver custom plugins, integrations, and automation workflows.
- Guide clients through implementation, optimization, and troubleshooting phases.
- Mentor junior developers on debugging techniques, system thinking, and production best practices.

### Leap13 — Ras Al Khaimah, UAE

#### WordPress Developer (Sep 2019 – Aug 2022)

- Delivered custom WordPress solutions using PHP, JavaScript, Elementor, and Gutenberg.
  - Provided technical input during pre-sales discussions and project scoping.
  - Supported post-launch troubleshooting and performance optimization.
  - Performed QA testing for WordPress themes and plugins prior to release.
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## PROJECTS

- MemberPress Gift Reporter: Custom plugin for automated gift transaction reporting and insights.
  - MemberPress Bulk Invoice Generator: Scalable solution for generating and exporting PDF invoices in bulk.
  - Delivered and supported 20+ WordPress websites across different industries.
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## SKILLS

PHP, JavaScript, jQuery, HTML, CSS, Gutenberg, MySQL, REST APIs, WordPress hooks, debugging, GitHub, WP-CLI, Stripe, PayPal

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## EDUCATION

B.Sc. Computer Science – Cairo Higher Institute for Engineering and Computer Science (GPA: 2.6)

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## CERTIFICATIONS & COURSES

- PHP Skill Path (Codecademy)
  - Intermediate PHP (Codecademy)
  - WordPress Development (Udemy)
  - Product Management Fundamentals
  - JavaScript (Codecademy)
  - Front-End & Performance Testing (Udacity)
  - Technical Writing (LinkedIn Learning)
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## LANGUAGES

Arabic (Native) • English (Very Good – IELTS 6.5)