

AHMED BOUGATF

SOFTWARE ENGINEER | BACKEND & AI SPECIALIST

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SUMMARY

Creative and results-driven Software Engineer with expertise in backend/frontend development, DevOps, cloud, and AI-powered applications.

Experienced in building scalable SaaS platforms, decentralized systems, and secure blockchain solutions. Passionate about leveraging emerging technologies to deliver efficient, user-focused solutions.

PROFESSIONAL EXPERIENCE

Software Engineer | Green Truth Technology ILC | Ontario Tower, Business Bay, Dubai, UAE **Octobre 2023 - May 2025**

- Guided clients through digital platforms, ensuring smooth onboarding and continued satisfaction.
- Delivered personalized tech support via WhatsApp and Telegram bots, tailored to each client's needs.
- Resolved technical issues in real-time, often troubleshooting under time pressure.
- Worked with international clients, adapting communication styles to suit different cultures and language levels.
- Collected and analyzed client feedback to improve software usability and service quality.
- Built custom solutions based on client requests using Python, APIs, and automation tools.
- Provided training and documentation to help users confidently operate AI-powered systems.
- Managed multiple client requests simultaneously, maintaining a calm and professional tone at all times.
- Prioritized user experience (UX) in all projects, ensuring tools were intuitive and accessible.
- Helped non-technical users understand complex systems like Bitcoin, blockchain, and NLP models.
- Used empathy and active listening to support frustrated or confused users, turning challenges into trust.
- Maintained long-term client relationships by offering consistent, respectful, and helpful support.
- Developed user-friendly dashboards and tools that allowed clients to monitor and interact with systems easily.
- Assisted in building tools that simplified business tasks for small companies and entrepreneurs.
- Translated technical documentation and instructions into Arabic and French when needed.

Backend Developer | Remote | WeSocioo | Ariana, Tunis, Tunisia **Jan 2020 - Octobre 2023**

- Designed, developed, and maintained scalable backend systems using Python, Node.js, and PHP (Laravel), tailored to complex project requirements and evolving client needs.
- Managed and optimized databases including MySQL, PostgreSQL, MongoDB, Redis, and Elasticsearch, ensuring efficient storage, retrieval, and support for real-time, high-performance applications.

- Handled full server and VPS management (Ubuntu), including provisioning, security configuration, software setup, NGINX/Apache configuration, and system updates to maintain stable production environments.
- Set up and maintained automated deployment pipelines using tools like GitHub Actions, GitLab CI, and custom scripts to ensure smooth and consistent updates across all environments.
- Performed in-depth server monitoring, log management, and performance tuning to proactively identify and resolve system bottlenecks.
- Debugged and resolved complex backend issues across APIs, data layers, and third-party services to maintain seamless application functionality.
- Worked closely with frontend teams to deliver integrated solutions and mentored junior developers on scalable architecture, secure backend practices, and efficient database queries.
- Provided training to junior developers and students, focusing on backend fundamentals, scripting, and modular backend development principles.

Fraud Detection Application Developer Internship, Limounade

Jan 2023 – July 2023

- Designed and implemented a full-stack fraud detection system for e-commerce, integrating frontend and backend with real-time data processing and dynamic rule-based blocking to minimize fraud risk.
- Developed and trained machine learning models using logistic regression and decision trees, enriched by multiple API integrations (Ipapi, Truecaller, etc.) to enhance data validation and anomaly detection.
- Led cross-functional Agile collaboration, delivering technical reports, presentations, and comprehensive documentation to ensure transparency, stakeholder alignment, and smooth team onboarding.

Manager & Head of Tunisie Plumes Library | Nabeul ,Tunisia

March 2018 – August 2021

- Managed sales operations, inventory, and daily work tasks for a school furniture business, ensuring efficient stock control and smooth workflow.

SKILLS

- Backend Development AI
- Blockchain
- Database Design & Management
- Machine Learning Engineering
- Decentralized Systems
- Server Management

EDUCATION

Bachelor of Computer Science

Oct 2022 - Sep 2023

Higher Institute of Technological Studies

- Graduated with distinction, completing my Bachelor's final project with an excellent score of 19/20.

Technical Baccalaureate

Sep 2017 – June 2018

Lycée Mahmoud Messaadi, Nabeul

- Focus: Mechanics, Physics, Mathematics, and Applied Technology

ADDITIONAL INFORMATION

- **Languages:** English, Arabic, French
- **Certifications:** Multiple LinkedIn Skill Assessments (Python, Node.js, React.js, MongoDB, MySQL, NoSQL, Git, SEO, AWS, Google Analytics, API Development, Linux, Machine Learning, Firebase)