BASEL KAFFOURA

Senior Software Engineer / Senior Web Developer

baselkaffoura@gmail.com
+971 50 389 8795
Dubai, UAE
Open to relocation

LinkedIn: linkedin.com/in/basel-kaffoura
GitHub: github.com/basel-kaffoura
Portfolio: baselkaffoura.online

SUMMARY

Senior Software Engineer with 8+ years of building production-grade web platforms for fintech, e-learning and enterprise clients across the UK, US, UAE and Saudi Arabia. Specialised in real-time communications, AI voice agents and messaging for regulated industries (FCA, GDPR): in-browser calling over WebRTC, call recording and transcription, WhatsApp and SMS, and usage-based billing.

Backend in PHP/Laravel, Python (FastAPI) and Node.js; frontend in React, Next.js and TypeScript. Test-first, with a strong focus on clean architecture, scalable systems and measurable business results.

EXPERIENCE

Senior Software Engineer

Louis Charles International

07/2025 – Present Dubai, UAE

louis-charles.com

Dubai branch of NDH Financial, a UK personal-insolvency and debt-advice group.

Cylas — Multi-tenant CRM & Contact-Centre Platform for UK Debt Advice (cylas.ai)

- Led the migration of the entire telephony layer to Telnyx: provider-agnostic adapter, per-firm configuration, isolated sub-accounts per tenant and a staged cutover runbook.
- Built in-browser calling for advisers (WebRTC/SIP) with IVR menus, hunt-group routing, queueing, voicemail, blind and warm transfers and three-way creditor calls.
- Built lawful-basis call recording, live and post-call transcription with speaker labels (Deepgram) and real-time compliance alerts in an FCA- and GDPR-regulated environment.
- Built AI voice agents (Telnyx AI Assistants): AI-led outbound calls and an AI receptionist that books callbacks and hands over to a human on request.
- Designed and built WhatsApp Business messaging (Meta Cloud API), SMS and a real-time unified inbox (Laravel Reverb), plus usage-based billing on Stripe.
- Rebuilt the adviser portal on a Storybook-first design system (React, TypeScript, Radix UI); delivered test-first with Pest, Vitest, Playwright and PHPStan in CI.

Lending Platforms — UK & US Markets

- Lead developer on loan application funnels (AllDayLoans, QuickCashDirect, YupLoans) processing 1,200+ applications daily, with FCA and CCPA compliance.
- Architected and built PingFree, a real-time lead-routing platform (ingestion, deduplication, routing, reporting) with ICO-compliant data handling; integrated Experian, Onfido, TrueLayer, Twilio and GoHighLevel across the group.

Internal Platforms

- Built BAS, an internal debt-advice CRM (FastAPI, PostgreSQL, Next.js) with live WhatsApp and SMS and 2,200+ tests.
- Built the workflow engine for Dev OSX, an AI-native project-management platform (Next.js, Postgres, Claude, MCP).

Senior Software Engineer

iLearn

01/2021 – 07/2025 Dubai, UAE

ilearnme.com

Leading E-Learning Solutions

- Led full-stack development of enterprise LMS platforms for government clients — Abu Dhabi Judicial Department, Dubai Center for Government Excellence, and the Saudi Ministry of Culture (Music Hub).
- Reduced server costs 20% by profiling and optimising legacy services with Laravel Telescope, diagnosing performance bottlenecks and resolving defects flagged by clients.
- Delivered web services for three simultaneous large-scale projects, each with a budget above $500K, including a dynamic appointment-scheduler service that replaced a manual, error-prone workflow for organising training events.

Full Stack PHP Developer

Blue Arrow Real Estate

02/2020 – 12/2020 Erbil, Iraq

b-arrow.com

Advanced Real Estate Web Application

- Architected and delivered a real-estate platform that consolidated CMS, CRM, HR and LMS modules into the company's core operational system.
- Delivered the company's long-sought points-based employee KPI system, which drove measurable productivity gains.
- Reduced page load time by 40% by adding Redis caching to high-traffic data layers.

Full Stack Software Engineer

School-Online (Founder)

12/2017 – 12/2019 Damascus, Syria

School Management SaaS for Private Schools

- Built and grew a Laravel SaaS platform connecting 6 private schools with 7,000+ parents.
- Reduced load time by 30% by integrating Redis caching.
- Built a complaints-management system and school-bus scheduling with real-time tracking — the standout features that grew it into a profitable product adopted by multiple private schools.

EDUCATION

Bachelor of Informatics Engineering

Tishreen University

09/2011 – 10/2017 Latakia, Syria

- Computer Science, Department of Software Engineering and Web Development

SKILLS

Backend: PHP 8, Laravel (Horizon, Reverb), Python, FastAPI, Node.js, REST APIs, Webhooks, WebSockets, OOP & design patterns
Frontend: TypeScript, React, Next.js, Inertia.js, Vue.js, Nuxt, Tailwind CSS, Radix UI, Storybook, HTML, CSS
Voice & Real-time: Telnyx Voice API, WebRTC, SIP, IVR & call routing, conferencing & transfers, call recording
AI & Speech: Voice AI agents, Deepgram (speech-to-text), text-to-speech, LLM integration, prompt engineering, Anthropic Claude, OpenAI, MCP
Messaging: WhatsApp Business API (Meta Cloud API), SMS, omnichannel inbox, Gmail/Outlook APIs
Databases: PostgreSQL, MySQL, Redis, MongoDB, database design
Testing & Quality: Pest, PHPUnit, Vitest, Playwright, PHPStan, TDD, code review, Agile/Scrum
Cloud & DevOps: AWS (S3, KMS, GuardDuty), Docker, GitHub Actions CI/CD, Laravel Cloud, Vercel, Git, Linux
Identity, Compliance & Payments: UAE Pass, Onfido, Experian, TrueLayer, OAuth 2.0/OIDC, KYC/AML, e-signatures, FCA, GDPR, ICO, CCPA, Stripe Billing
Platforms & Integrations: WordPress, WooCommerce, Shopify, Twilio, GoHighLevel, Google/Meta Ads, Sentry, BetterStack, GA4
Familiar: Symfony, Azure, Google Cloud, Java, Go, C++, Angular.js

LANGUAGES

Arabic *Native* ●●●●●

English *Proficient* ●●●●○

CERTIFICATES

- Claude Code in Action — Anthropic, 2026 · Verify
- Introduction to Model Context Protocol — Anthropic, 2026 · Verify
- AI Fluency: Framework & Foundations — Anthropic, 2026 · Verify
- Laravel Testing: PHPUnit and Xdebug — Udemy, 2025 · Verify
- CI/CD with GitHub Actions — Udemy, 2025 · Verify
- AWS Fundamentals — Udemy, 2025 · Verify