OTHMEN MZEH

+216 53 795 988 • oth.mzh@gmail.com • linkedin.com/in/othmen-mzeh • http://omzeh.tn

Engineering Manager | Delivery Project Manager | Agile & AI-Driven Engineering

Engineering Manager with 16+ years of experience leading technical performance and delivery in Agile SaaS environments. I currently lead a team of 6 engineers on a platform serving 20,000+ users and 100+ clients, shipping releases at a pace of roughly 2 production deployments per month. My approach combines team leadership, operational governance rigor, and a strong focus on quality and customer satisfaction, alongside hands-on integration of generative AI into engineering processes — an initiative that reduced the workload of certain recurring tasks (code review, impact analysis, technical documentation) by roughly 50%.

SKILLS

Project & Delivery Management: Agile governance, Agile / Scrum methodologies, Azure DevOps, Cross-functional coordination, Customer satisfaction, Delivery Management, Effort / timeline estimation, IT project management, KPI tracking & reporting, Planning & prioritization, Release management, Risk management, Stakeholder management

Leadership & Quality: Code review, Continuous improvement, Engineering management, Impact analysis, Incident management, Integration & regression testing, ISO 9001 culture, Software quality assurance, Team management, Technical leadership

AI & Engineering Productivity: AI-assisted impact analysis, AI-augmented development, Automated technical documentation, Claude / Claude Code, Engineering workflow optimization, Generative AI applied to delivery

Technologies: Angular, Business applications, DevOps culture, DMS / LMS, Docker, JavaScript, Moodle, PHP, Symfony, Web services, WordPress

WORK EXPERIENCE

Witik **09/2021 - Present**
Engineering Manager & Technical Delivery Lead **Tunisia**

- Lead a team of 6 engineers on an Agile SaaS platform serving 20,000+ users and 100+ referenced clients.
- Own backlog, development tracking, and releases via Azure DevOps, at an average pace of 2 production deployments per month.
- Set priorities and ensure delivery stays on track for deadlines, quality, and business objectives throughout the delivery cycle.
- Align Product Managers and business stakeholders to translate functional requirements into technical deliverables.
- Coordinate business, product, QA, and development teams across the full delivery cycle.
- Oversee the handling of 2,000+ tickets, improving prioritization mechanisms and cross-team delivery flow.
- Structure AI-augmented engineering workflows, including AI-assisted code review with Claude and Claude Code.
- Reduce the workload of certain recurring activities by roughly 50% through the industrialization of AI-assisted workflows.
- Drive technical recruitment, onboarding of new team members, and developer mentoring.
- Track delivery KPIs, project risks, and continuous improvement actions to ensure quality and deadline targets are met.

Sofia Holding **05/2017 - 08/2021**
Team Leader Web **Tunisia**

- Drive the delivery of web projects while meeting quality and delivery objectives.
- Define technical architecture, estimate effort, and coordinate development work.
- Contribute to impact analyses, cost estimation, and tender responses.
- Oversee integration testing, regression testing, and releases.
- Participate in quality initiatives as part of ISO 9001 certification.
- Conduct code reviews and provide technical mentoring to developers.
- Drive technical recruitment and contribute to continuous improvement of team practices.

Senior Web Developer **Tunisia**

- Design and develop business web applications using Symfony and Angular.
- Develop e-Procurement and Supplier Relationship Management (SRM) platforms.
- Build collaborative platforms integrating DMS, workflows, and notifications.
- Develop solutions integrating Excel imports and web services.

DTCad Engineering **02/2013 - 04/2017**
Web Developer & E-learning Specialist **Tunisia**

- Develop business applications using Symfony (CRM, mini-ERP).
- Design e-learning platforms and modules.
- Administer and evolve Moodle and Claroline.
- Develop WordPress site generators and institutional websites.

SIT Elearning Solutions **04/2011 - 01/2013**
Web Developer **Tunisia**

- Develop e-learning solutions based on Moodle.
- Design a web application for skills management and self-assessment.
- Develop a solution for automatic assignment of e-learning paths based on role-required competencies.
- Develop solutions in native PHP.

Centre Z **10/2009 - 03/2011**
IT Trainer **Tunisia**

- Train learners on IT and digital tools.
- Support users in building their skills.
- Develop a pedagogical, collaborative teaching approach.

CERTIFICATIONS

Scrum Foundation Professional Certificate (SFPC)
Cloud Concepts 101 – Deployments Essentials
Agile Project Management Fundamentals
Claude Code in Action
Introduction to Agent Skills
PMP Training