

JEWEL MAK

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Senior Laravel/PHP engineer with 15+ years building and scaling backend systems, APIs, and payment integrations for products serving 1,000,000+ users across SaaS, edtech, and e-commerce.

PROFESSIONAL SUMMARY CORE STRENGTHS

- ◆ Laravel/PHP architecture, API design, and database-backed web applications
- ◆ Payment integrations, SaaS workflows, admin tooling, and internal platforms
- ◆ Developer experience, code quality, documentation, automated testing, and static analysis
- ◆ CI/CD, deployment workflows, observability, and production operations
- ◆ Cloud and platform work across Cloudflare, AWS, OpenShift, Docker, and Linux servers
- ◆ Technical mentoring, code review, engineering standards, and delivery planning
- ◆ Agentic AI-assisted engineering workflows with harness agents

WORK EXPERIENCE

FEBRUARY 2024 – PRESENT

SENIOR SOFTWARE ENGINEER, ONEVERSE

- Engineered and maintained a Laravel/PostgreSQL platform serving 1,000,000+ users and processing 50,000+ monthly transactions
- Integrated 10+ payment providers and 70+ payment channels across Asia, expanding regional checkout coverage
- Elevated backend engineering standards by defining Laravel architecture patterns, code-quality practices, and implementation guidance as the team Laravel SME
- Co-architected 5 microservices, enabling 10x scalability while improving modularity, reliability, and maintainability
- Applied agentic AI coding workflows to accelerate development, testing, debugging, and refactoring
- Built fraud prevention systems mitigating bot registrations and promotional campaigns abuse using behavioral signals, rate limits, anomaly detection, and risk scoring
- **Stack:** Laravel, Filament, Livewire, PostgreSQL, Claude Code, Codex

MARCH 2023 – FEBRUARY 2024

SENIOR BACKEND SOFTWARE ENGINEER, FEMMILY

- Refactored and migrated 2 legacy Laravel applications into a more maintainable foundation
- Introduced CI/CD and error tracking, increasing deploy frequency from weekly to daily while improving production visibility and incident response
- Established coding standards and streamlined Git workflows, including the repository migration from Bitbucket to GitHub
- Drove a 3-month-delayed project to an on-time soft launch by standing up the AWS production environment, sharpening delivery focus, and mentoring the team
- **Stack:** Laravel, MySQL, Livewire, Filament, PHPStan, Pest
- **Tools:** GitHub, Forge, Flare, Bagisto, AWS

JANUARY 2019 – MARCH 2023

SENIOR SOFTWARE ENGINEER, FROGASIA

- Maintained backend APIs for a national learning platform serving 10,000+ Malaysian schools across web and mobile clients
- Built and supported an online training platform used by 25+ large corporates, including YTL Construction and YTL Hotels
- Delivered features across 7 learning products including Lesson Planner, Curriculum Designer, and an analytics dashboard
- Partnered with architects and product owners to convert requirements into end-to-end architecture, technical tasks, and delivery estimates
- Improved delivery quality by mentoring peer engineers, reviewing merge requests, and strengthening observability through logging, metrics, Elasticsearch, and data-lake pipelines
- **Stack:** PHP, Laravel, React, MySQL, Firebase, RabbitMQ, Red Hat Linux
- **Tools:** GitLab, CI/CD pipelines, OpenShift, Docker, Figma, Vault, NiFi

JANUARY 2017 – DECEMBER 2018

PRINCIPLE SOFTWARE ENGINEER, MODEFAIR

- Led backend architecture and API design for an e-commerce application covering campaign management, merchant onboarding, product listings, business reporting, and audit logs
- Implemented zero-downtime deployment and rollback workflows, eliminating release-related downtime
- Built supporting microservices for image processing, report generation, and social media data mining, cutting processing time by 80%
- Established coding standards, design patterns, and backend guidelines across the team
- **Stack:** Ubuntu, Nginx, PHP, EC2, S3, RDS, Cloudflare, Laravel, Redis
- **Tools:** Deployer, Composer, Git, SSH, Slack, Let's Encrypt

JANUARY 2013 – DECEMBER 2016

APPLICATION DEVELOPER, P\S\L GROUP

- Developed dynamic filtered newsfeed systems from aggregated data for pharmaceutical industry clients
- Built an automated newsletter builder and email tracking system for targeted healthcare content delivery
- Received the Level 1 Real-Time Recognition Award.
- **Stack:** CentOS, Apache, PHP 5, MySQL, Drupal
- **Tools:** Drush, G Suite, SVN, PHP_CodeSniffer, PHPUnit

JUNE 2011 – DECEMBER 2012

SOFTWARE DEVELOPER, STACKIDEAS

- Built product features for EasyBlog, EasyDiscuss, and Komento Joomla CMS extensions
- Supported customers through forum and ticket workflows, translating product issues into fixes and improvements.
- **Stack:** Apache, PHP, Joomla, JavaScript, CSS

JUNE 2009 – MAY 2011

SOFTWARE ENGINEER, SLASHES & DOTS

- Built core product features for the JomSocial Joomla CMS extension
- Implemented video uploads and a custom video player with Amazon S3 integration
- **Stack:** Apache, PHP, Joomla