ITAI SHURO

Lead Software Engineer | Systems Administrator | Security (VAPT & Incident Response)

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SUMMARY

Lead Software Engineer at Quatrohaus, leading the development, maintenance and support of production platforms in retail e-commerce, education, banking and automotive parts. Builds full-stack and AI-powered SaaS products end to end, from Laravel, React/Next.js and Flutter applications to LLM chatbots and NLP systems, and runs the infrastructure and security behind them: 200+ hosted client sites, vulnerability assessment and penetration testing, remediation programmes and live incident response. Focused on systems that balance performance, security and reliability.

WORK EXPERIENCE

Quatrohaus (Pvt) Ltd

Harare · Jan 2025 – Present

Lead Software Engineer — Sep 2026 – Present

- Lead software engineering across Quatrohaus's production portfolio, owning feature development, maintenance and technical support for client-facing systems.
- Maintain and extend TM Pick n Pay Online (tmpnponline.co.zw): Laravel backend, Next.js storefront and admin dashboard, and Flutter mobile app.
- Maintain the Gramia Education System (gramia.tech): feature development, user support, and a multi-phase production hardening and security remediation programme.
- Support and enhance the CABS digital signage system running across all of the bank's branches nationwide.
- Maintain and add features to the ABB Motor Spares catalogue system used across all branches, including bulk vehicle and parts catalogue imports.
- Lead VAPT remediation for multiple Quatrohaus clients, triaging assessor findings by severity, fixing and hardening affected systems, and reporting closure.

System Administrator & Software Engineer — Jan 2025 – Aug 2026

- Dual role spanning software development projects and infrastructure management.
- Managed deployments and maintenance of Apache / Nginx servers hosting 200+ client sites.
- Developed internal monitoring systems in Python to detect downtime across all company-hosted systems and client sites, improving client trust through consistently reliable uptime.
- Managed backups, disaster recovery plans, system updates and the organisation's databases to ensure data integrity and business continuity.
- Implemented CI/CD (Jenkins, GitLab) and automation for monitoring and backups.
- Conducted vulnerability assessment and penetration testing engagements for corporate clients in financial services, insurance and manufacturing, validating CVEs, documenting security gaps and delivering prioritised remediation plans.
- Led incident response on live security events, including a malware compromise of a client corporate website: containment, eradication, integrity verification and post-incident hardening.
- Deployed, tuned and reported on web application firewalls across the client estate, producing monthly security reports on attack volumes, blocked threat categories and residual exposure.
- Ran remediation programmes in response to external assessor findings across high, medium and low severity tiers, producing interim and consolidated remediation reports.
- Performed security hardening, patch management, access control and incident/recovery procedures across the production estate.

Software Engineer, Avantis Technologies

May 2024 – Jan 2025

- Developed and deployed scalable web and mobile systems, including a Travel Agency Booking Platform (Laravel), Trip Management App, and Virtual Chemistry Lab (Flutter & Supabase).
- Built and customised an Online School Management System using Moodle and PHP, improving e-learning accessibility and performance.
- Collaborated across teams to integrate APIs, automate deployments, and optimise performance for production environments.

Computer Engineering Intern, Geointel (Pvt) Ltd

Aug 2022 – Jul 2023

- Built client websites using PHP, HTML and CSS; designed project prototypes and wireframes in Figma.
- Gained hands-on experience with frontend frameworks, Angular and React.

SELECTED PROJECTS

Intellia: AI Website Chatbot & Conversation Intelligence intellia.co.zw

SaaS chatbot that answers website visitors from a business's own documents, site and FAQs, then extracts structured lead data (intent, budget, location, requirements), qualifies and hands over leads, and surfaces knowledge gaps. One-line embed on any site; industry templates; local billing via EcoCash, OneMoney and card.

Omnipost: AI Social Media Management Platform omnipost.naidvartechnologies.com

AI content platform that turns one idea into platform-optimised posts for Facebook, LinkedIn and Instagram, with a drag-and-drop scheduling calendar, engagement and audience analytics with AI insights, brand kits that keep generated content on-voice, team roles with approval workflows, and AI content-safety checks.

MediLink AI: Multilingual Patient Referral System medilink.naidvartechnologies.com

NLP referral platform where patients describe symptoms by voice or text in English or ChiShona; speech is transcribed, a trained classifier (best of three models evaluated on held-out data) proposes the likely condition, a clinical reasoning step verifies it and flags urgency, and the case is routed to a matching specialist. Per-recording envelope encryption, scheduled deletion, identity withheld until specialist acceptance, and erasure on request.

Omnicore: School Management Platform omnicore.naidvartechnologies.com

Multi-branch education platform covering admissions and online applications, academics, attendance, reports, parent communication and finance. Fee payment plans with scheduled reminders, offline attendance that syncs on reconnect, guided student-record import with preview, role-based workspaces for leaders, staff and parents, and a public school website.

CodeSpace: Professional Technology Certification Platform codespace.naidvartechnologies.com

E-learning and certification platform with 4 tracks (Software Engineering, AI & Data Science, Cybersecurity, Robotics & IoT) and 16 certificates across four levels; 1,000+ learners. Verifiable digital certificates, alumni directory and employer hiring portal, Google sign-in and an integrated AI assistant.

RoomWave: Rentals & Home Services Marketplace roomwave.naidvartechnologies.com

Zimbabwean marketplace connecting tenants directly with landlords and service providers (cleaning, plumbing, electrical, removals and more) across 12+ cities, replacing agent fees with a wallet-based pay-to-post and pay-to-unlock-contact model. EcoCash and Paynow payments, city and property-type search.

UbuntuFund: Fundraising & Giving Platform ubuntufund.naidvartechnologies.com

Trust-first crowdfunding platform connecting donors in Zimbabwe and the diaspora with verified campaigns, organisations and community projects. Campaign creation, organisation profiles, local payment rails (EcoCash, InnBucks) and a ledger designed for transparent, auditable giving.

UpNexus: Uptime & SSL Monitoring upnexus.naidvartechnologies.com

Monitoring platform that tracks website availability and SSL certificate health, alerting on downtime and certificate issues.

Also maintaining: TM Pick n Pay Online, Gramia Education System, CABS digital signage, ABB Motor Spares catalogue, among others.

EDUCATION & CERTIFICATIONS

BEng (Hons) Computer Systems Engineering, Midlands State University Sep 2020 – May 2024

- Won the Paynow Award for Best Student in the Department.
- Thesis: “Fraudulent Application Detection using Sentiment Analysis”.

ISO/IEC 27001:2022 Lead Auditor Certification Mastermind Assurance

ISO/IEC 27701:2025 Lead Auditor Certification Mastermind Assurance

SKILLS

Leadership: Technical leadership, feature delivery and production support, client-facing technical consulting, Agile project management.

Security: Vulnerability Assessment & Penetration Testing, VAPT Remediation, Incident Response, Malware Analysis & Remediation, Web Application Firewalls, ISO/IEC 27001, ISO/IEC 27701, NIST CSF, Linux Hardening, Security Auditing & Report Writing.

Engineering: Python, JavaScript, TypeScript, PHP, Django, FastAPI, Flask, Laravel, React, Next.js, Node.js, Flutter, AI Chatbots, RAG & LLM Integration, NLP & Speech-to-Text, UI/UX Design (Figma).

Infrastructure: Linux, Apache / Nginx, Docker, PostgreSQL, MySQL, SQL Server, Git, CI/CD (Jenkins, GitLab), Monitoring, Backups & Disaster Recovery.