



MARK ANTHONY GUERRA

ENTERPRISE &
AI-NATIVE SOLUTIONS
ARCHITECT

CONTACT

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PORTFOLIO

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LOCATION

Sharjah, United Arab Emirates

AVAILABILITY

On-site / hybrid · UAE & GCC
Authorized to work in the UAE

CORE STRENGTHS

- Enterprise & solution architecture
- AI-native systems — LLM, RAG, agents
- Multi-tenant SaaS platform design
- API-first & event-driven integration
- Cloud, DevOps & managed operations
- Technical leadership & delivery

TECHNOLOGY

Next.js React TypeScript
Node.js PostgreSQL Prisma
OpenAI Claude Azure OpenAI
RAG REST APIs Webhooks
Docker Linux VPS AWS Azure
CI/CD Odoo SAP Zenoti
3CX

EDUCATION

B.Sc. Electronics Engineering

Major in Information & Communications
Technology
Batangas State University · 2009 – 2015

CERTIFICATIONS

One Million Prompters

Dubai Future Foundation

Fundamentals of Digital Marketing

Google Digital Garage · 2019

PROFILE

Technology leader with **10+ years across the full application lifecycle** — design, development, integration, deployment and managed operations. I architect and build AI-native, multi-tenant platforms end-to-end, and run a regulated healthcare group's digital estate to uptime, security and supportability standards. Equally comfortable in executive and engineering conversations.

EXPERIENCE

REMARKETLY — REMARKETLY.IO

AI-native, multi-tenant SaaS platform for customer capture, commerce & retention · UAE

2026 · PERSONAL PROJECT

- Architected and built a multi-tenant AI-native SaaS platform end-to-end — **Next.js 14 + TypeScript, PostgreSQL/Prisma (200+ data models)**, multi-tenant auth and Stripe subscription billing — spanning ~30 modules (CRM, POS, campaigns, loyalty/QR, receipts, events, analytics).
- Designed an AI customer-service assistant on a **retrieval-augmented (RAG)** architecture: a per-tenant knowledge base with tiered retrieval (keyword → fuzzy → LLM-grounded), answering strictly from the business's own content with human-handoff guardrails.
- Engineered a **provider-agnostic LLM gateway** with automatic failover across OpenAI, Anthropic Claude, OpenRouter and Gemini — cost-aware model selection, centralized prompt management, graceful degradation.
- Own the full lifecycle — containerized deployment to cloud VPS, Git-based delivery, RBAC and tenant isolation, structured logging, analytics dashboards and cost control.

DIGITAL TECHNICAL LEAD — SUNNY MANAGEMENT GROUP

Multi-brand healthcare group — Dr. Sunny Home Health Care, Dr. Sunny Medical Centre, Sunny Derma, Sunny Pharmacy, Maika · UAE

2021 – PRESENT

- Own the architecture and operations of the group's digital platform estate — **7+ production websites**, an online booking system and customer services — across cloud/VPS infrastructure, DNS, mail and CDN, run with managed-services discipline.
- Project team leader** for the internal systems programme — Smart Control Room × PaMS (automated vital-signs monitoring), OCR invoice verification & reconciliation, and custom Odoo statutory-process development — owning requirements, delivery and support.
- Led delivery of the group's **customer mobile apps** — the Dr. Sunny Mobile App, an on-demand “Uber for healthcare” bringing clinicians to the patient's door, and the Maika app for the retail brand.
- Drive AI adoption with the Managing Director** — auditing where staff time is lost to repetitive work, automating it, and redeploying people onto patient-facing and revenue work.
- Integrated enterprise SaaS and line-of-business systems — **Zenoti, Odoo, SAP, HubSpot, Freshworks, 3CX** — via REST APIs, webhooks and automation, building lead-to-CRM and call-centre-to-reporting pipelines across branches.
- Built reporting copilots over the 3CX call centre and consolidated Google Ads + Meta into one marketing command centre, giving leadership real-time visibility of spend, leads and cost-per-lead per brand.

DIGITAL & TECHNICAL LEAD — FONS INTERNATIONAL TELECOM

Telecom startup · Dubai, UAE

2016 – 2020

- Stood up the digital and software function from scratch — built and led the team, established the delivery process, and shaped the brand and technology platform.
- Contributed to website and software product development, system integration, and the marketing-technology and business-development strategy that scaled the company.

WEB DEVELOPER / DIGITAL SPECIALIST — TAJ SHIREEN GROUP · TS REAL ESTATE

Real estate · Dubai, UAE

2015 – 2016

- Built and optimized landing pages and web experiences, integrating front-end with back-end services, and delivered SEO/SEM and analytics instrumentation.