MOHAMMAD ALI ALZU'BI

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COMPUTER ENGINEER | IT INFRASTRUCTURE / CLOUD / SECURITY | IT ARCHITECT | CLOUD ARCHITECT | CLOUD COMPUTING | INFORMATION SECURITY | CYBERSECURITY | AWS | AZURE

SUMMARY

Highly accomplished and motivated information technology/information security professional with over 15 years of experience in leading large-scale, mission-critical operations. Proven track record of success in delivering results in high-capacity environments.

EDUCATION

Rochester Institute of Technology, RIT Dubai   2019
- Master in Science – Smart City Science

Mu'tah University, Jordan   2007
- Bachelor in Computer Engineering

TECHNICAL SKILLS

- IT Infrastructure Management
- Team Leadership and Supervision
- Project Management
- Resource Planning and Allocation
- Team Collaboration and Communication
- Cloud Architecting
- Budget Planning
- Information Security/Compliance

CERTIFICATIONS

- Certificate of Professional **Engineer**, Jordan Engineers Association - 2024
- **AWS** Cloud Technology Consultant, Amazon Web Services – 2024
- **Microsoft** Certified: **DevOps** Engineer Expert, Microsoft - 2024
- **Microsoft** Certified: Azure Solutions **Architect Expert**, Microsoft - 2023
- **Microsoft** Certified: Azure **Administrator Associate**, Microsoft - 2023
- Certified Cloud Security Professional (**CCSP**), ISC2 - 2023
- Certified Information Systems Security Professional (**CISSP**), ISC2 - 2017
- Certified Information Security Manager (**CISM**), ISACA - 2016
- **AWS** Certified Solution **Architect**: Associate, Amazon Web Services - 2016
- Project Management Professional (**PMP**), Project Management Institute – 2015

WORK EXPERIENCE

M42 / G42 Healthcare, *Cloud Operations Manager*, Abu Dhabi   SEP 2024 – Present

- **Strategic Cloud Operations Management**: Spearheaded the design and execution of structured, process-driven cloud operations strategies to enhance the scalability, security, and reliability of cloud services, aligning with organizational goals and KPIs.

- **Team Leadership and Development**: Built and mentored a high-performing team of engineers, fostering a collaborative, cross-cultural work environment, and delivering consistent operational excellence. Established clear roles and responsibilities through structured team hierarchy documentation.

- **Azure Cloud Infrastructure Management**: Oversaw the end-to-end management of Azure environments, achieving compliance improvements such as >90% Azure Defender compliance and 100% patching compliance for Linux and Windows servers.

- **Process Implementation and Automation**: Defined and implemented critical operational procedures, including Change Management, Incident Management, Backup, and Patch Management, using tools like ManageEngine and Azure backup and Azure update manager. In addition to Streamlined CI/CD processes to ensure efficient and robust deployments utilizing automation and Infrastructure as a Code processes using tools like (Azure DevOps, Terragrunt and Terraform).

- **Operational Excellence**: Supervised daily tasks such as performance monitoring, backup validation, and security posture enhancement, while maintaining 100% critical system backups and adhering to best practices in disaster recovery and incident handling.

- **SWOT Analysis and Scope Definition**: Conducted detailed SWOT analyses and developed a clear scope for Cloud Operations, ensuring alignment with business objectives and proactive risk mitigation.

- **Project and Stakeholder Management**: Collaborated with stakeholders to review and update migration plans for over 54 critical applications. Defined and enforced governance processes to optimize the security posture of Azure resources.

- **Training and Knowledge Transfer**: Developed comprehensive training plans to upskill the team. Facilitated knowledge transfer sessions to ensure smooth handovers and readiness for managing cloud infrastructure.

- **Portfolio and Documentation Oversight**: Maintained a detailed portfolio of cloud operations, encompassing backup, disaster recovery, capacity planning, and performance optimization. Ensured the availability of up-to-date SOPs and centralized documentation.

- **Disaster Recovery Planning**: Developed and implemented robust disaster recovery strategies, ensuring minimal downtime and data integrity for critical applications.

- **Continuous Improvement**: Actively reviewed Azure Monitor, Log Analytics, and Prometheus configurations, refining monitoring processes to meet dynamic business requirements and incident handling procedures.

Hamdan Bin Mohammed Smart University, *IT Infrastructure & Cloud Manager*, Dubai   FEB 2016 – AUG 2024

- Mentor and manage a team of IT engineers, conduct **performance evaluations** and create the **annual plans** and **KPIs** to align with the organization's **strategy**.
- Manage and lead strategic **IT initiatives**, seamlessly coordinating efforts among **stakeholders**, internal teams, vendors, and solution providers to enhance the department operations.
- Direct the planning and successful execution of diverse **projects** from inception to completion, ensuring alignment with organizational goals.
- Clarify and define task scopes, accurately craft project charters while adhering to best practices in **project management**.
- Lead impactful **presentations** to leadership, articulating IT strategies and updates with clarity and precision.

- Oversee the creation of **RFPs**, evaluation of solutions, and establishment of purchase orders, ensuring a smooth and continuous progression of IT projects.
- Guide the technical direction in areas such as **IT infrastructure**, **Cybersecurity**, **Cloud**, and **network**.
- Manage and ensure timely and quality **deliverables** from service partners, OEM vendors, and suppliers.
- Manage **communications** effectively, ensuring clarity and credibility in all interactions.
- Design and maintain a secure, scalable, and state-of-the-art technology infrastructure, spanning both **on-premises** and **cloud** environments.
- Oversee the **daily operations** of the IT infrastructure and cloud section, which includes managing IT Procurement, IT Assets, Network infrastructure, and Security.
- Hands-on experience and in-depth knowledge in **AWS cloud computing**, including EC2, Block and object storage, Elastic load balancers, WAF, CDN, security groups, monitoring and logging, containers, CI/CD, Auto scaling, RDS, VPC, NAT GW, IAM, Security hub, Guard duty, AWS Macie, AWS trusted advisor…etc.
- Hands-on experience and in-depth knowledge in **Azure cloud computing**, including Virtual servers, Blob storage, Load balancers, WAF, Frond door, Azure VM scale set, Network security groups, monitoring, and logging, ACI, CI/CD, VNET, Azure AD, Azure DNS, …etc.
- Hands-on experience and in-depth knowledge in **Microsoft Office 365**, including user management, security, mail flow, retention policies, OneDrive for Business, Teams, Azure AD, and Exchange online…etc.
- Formulate and execute IT **policies and procedures** in line with industry best practices.
- Ensure alignment with **ISMS ISO 27001**, CIS Benchmarking, and Dubai Electronic Security Center (DESC) standards.
- Provide timely and appropriate computing resources to other IT sections for various developmental stages.
- Assist the Information Security Manager (ISM) in **risk assessments**, internal/external audits, and other security initiatives.
- Evaluate and implement **emerging technologies** and platforms to drive innovation within the university's IT infrastructure.

Hamdan Bin Mohammed Smart University, *Senior Systems/Security Engineer*, Dubai   OCT 2013 – JAN 2016

Proteus Information Security Services, *Senior Windows Security Consultant*, Dubai   FEB 2012 – FEB 2013

Jordan District Energy - Tabreed, *IT Section Head*, Amman, Jordan   OCT 2008 – DEC 2011

MAF Carrefour Hypermarket, *Assistant IT Manager*, Abu Dhabi, UAE   DEC 2007 – OCT 2008

Golden Profit Inc., *System Administrator*, Amman, Jordan   SEP 2006 – AUG 2007

MAJOR PROJECTS & ACHIEVEMENTS

Migration to AWS public cloud   2020
- Spearheaded the comprehensive migration initiative, collaborating extensively with the AWS team and internal stakeholders.
- Successfully achieved notable cost reductions while enhancing application performance.
- Fortified our disaster recovery capabilities.
- Proudly stood out as the first university in the region to transition fully to the public cloud.

AWS vs. Azure Pre-Migration Assessment and POC   2018
- Led a proof of concept (POC) project to compare Amazon Web Services (AWS) and Microsoft Azure, guiding future cloud migration strategies.
- Managed the migration of development environments to both AWS and Azure, enabling an in-depth, side-by-side evaluation of each platform.

- Executed comprehensive assessments and gap analysis, pinpointing each platform's capabilities, limitations, and how they match our organizational needs.
- Delivered insightful data and analysis, supporting senior management in the decision-making process to choose the most suitable cloud solution based on technical and business considerations.

Re-architecting the IT infrastructure 2016
- Assumed leadership as E-Infrastructure Manager and championed the project to enhance IT infrastructure.
- Achieved performance optimization, realized cost savings, and boosted operational efficiency.
- Collaborated with cross-functional teams to ensure seamless integration and adherence to best practices.
- Evaluated and implemented cutting-edge technologies to future-proof the organization's IT framework.

Migration to Microsoft Office 365 2015
- Played a key role in the seamless transition of all email systems to Microsoft Office 365 for staff and learners.
- Realized enhanced email performance, achieved cost savings, and unlocked additional feature benefits.
- Collaborated on comprehensive training sessions to ensure smooth adaptation and maximize platform utility.
- Contributed to strengthening security protocols and backup solutions, enhancing data protection and recovery capabilities.

Compliance with Security Standards 2018
- Played a key role in the implementation of countermeasures to ensure compliance with ISO 27001:2017, Dubai security regulations, CIS benchmarking, and other pertinent security standards.
- Collaborated with cross-functional teams to audit, identify gaps, and rectify potential vulnerabilities.
- Regularly reviewed and updated security protocols to remain in line with evolving regulations and threats.
- Conducted training sessions to promote organizational awareness and adherence to established security guidelines.

Metaverse Campus Project 2022
- Led the university's metaverse project from initial idea to successful implementation.
- Positioned the university as a regional pioneer by establishing its own metaverse campus.
- Worked in tandem with technical and academic teams to ensure the metaverse campus met both educational and interactive standards.
- Spearheaded feedback sessions with users to continually refine the virtual experience, delivering a rich and immersive environment.