

**MOHAMMAD ALI ALZU'BI**, *MSc, PMP, CISSP, CISM, CCSP, AWS, Azure Certified*  
UAE | +971 (0) 55 260 2722 | mohd.a.zoubi@gmail.com | [www.mzoubi.com](http://www.mzoubi.com)



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

## SUMMARY

Strategic technology leader with 19+ years of experience building and modernizing digital infrastructure, cloud platforms, and secure enterprise environments. I specialize in transforming fast-moving, startup-mindset organizations into structured, scalable, governance-driven enterprises. I bring clarity to complexity - designing resilient architectures, strengthening operational discipline, optimizing cost, and elevating technology into a true business enabler. Consistently rated "Exceed Expectations" or higher across all roles and organizations, under multiple reporting leaders - reflecting sustained performance and measurable impact. My leadership is backed by strong technical and governance foundations, supported by certifications including PMP, CISSP, CISM, and CCSP, along with a Master of Science in Smart City Science and a Bachelor's degree in Computer Engineering.

## EDUCATION

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|---|------|
| <b>Rochester Institute of Technology, RIT Dubai</b> | 2019 |
| • Master in Science – <b>Smart City Science</b>     |      |
| <b>Mu'tah University, Jordan</b>                    | 2007 |
| • Bachelor in <b>Computer Engineering</b>           |      |

## TECHNICAL SKILLS

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

## CERTIFICATIONS

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- **Microsoft** Certified: AI Transformation Leader, Microsoft - 2026
  - 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

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### **Head of Digital Infrastructure & Operations**

Jul 2025 – Present

Etihad Airport Services (Velora), Abu Dhabi, UAE

- Lead **cloud and digital infrastructure** strategy, operations, and governance to deliver secure, scalable, and highly available services aligned with business objectives.
- Report to the **Group CIO** with accountability for service resilience and operational performance supporting 7,000+ users across 24/7 multi-terminal operations.
- Manage **Azure** cloud infrastructure, strengthening security, compliance, reliability, and overall platform performance.
- Build and develop **high-performing teams**, defining clear structures, responsibilities, and capability development plans.
- Implement and mature core operational **processes** including Incident, Problem, Change, Backup, Patch, and Disaster Recovery management.
- Enhance **operational excellence** through monitoring, observability, backup validation, and continuous service improvement.
- Lead **ITSM** and service governance initiatives across service catalogue, asset management, CMDB, KPI/SLA tracking, and support operations.
- Manage **budgeting**, vendor performance, contracts, and cost governance to ensure value-driven service delivery.
- Maintain strong focus on **cybersecurity**, risk reduction, audit readiness, and governance across cloud and infrastructure services.

### **Cloud Infrastructure & Operations Manager, M42 / G42 Healthcare, Abu Dhabi, UAE**

SEP 2024 – Jul 2025

- **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.

***IT Infrastructure & Cloud Senior Manager***, Hamdan Bin Mohammed Smart University, Dubai OCT 2022 – AUG 2024

- Consistently achieved high performance ratings during 10+ years at Hamdan Bin Mohammed Smart University, earning two "**Substantially Exceed Expectations**" and eight "**Exceed Expectations**" ratings across multiple leadership evaluations.
- 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, Front 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.

<b>IT Infrastructure &amp; Cloud Manager</b> , Hamdan Bin Mohammed Smart University, Dubai	FEB 2016 – SEP 2022
<b>Senior Systems/Security Engineer</b> , Hamdan Bin Mohammed Smart University, Dubai	OCT 2013 – JAN 2016
<b>Senior Windows Security Consultant</b> , Proteus Information Security Services, Dubai	FEB 2012 – FEB 2013
<b>IT Section Head</b> , Jordan District Energy - Tabreed, Amman, Jordan	OCT 2008 – DEC 2011
<b>Assistant IT Manager</b> , MAF Carrefour Hypermarket, Abu Dhabi, UAE	DEC 2007 – OCT 2008
<b>System Administrator</b> , Golden Profit Inc., Amman, Jordan	SEP 2006 – AUG 2007

## MAJOR PROJECTS & ACHIEVEMENTS

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### Consistently High Performance Ratings 2013-2026

Consistently rated “Exceed Expectations” or higher across all roles and organizations, under multiple reporting leaders - reflecting sustained performance and measurable impact.

### Established Core Technology Operations Teams | Etihad Airport Services / Velora 2025

- Built and organized multiple core technology functions, including IT Service Desk, IT Support, Cloud Infrastructure, Cloud Architecture, and Cloud Operations.
- Defined team structures, responsibilities, and service boundaries to improve ownership, efficiency, and collaboration across IT operations.
- Enabled a more scalable and resilient support model by aligning operational teams with business priorities and service delivery requirements.
- Strengthened end-user support, infrastructure management, and cloud service delivery through clear governance and capability development.
- Laid the foundation for improved service maturity, operational stability, and future growth across the technology landscape.
- Led cloud cost optimization initiatives that delivered approximately AED 6M in annual savings while maintaining service quality, security, and scalability.

### Established Cloud Operations Function and Delivered Major Cost Optimization | M42 2024

- Built and structured the Cloud Operations team from the ground up, defining the operating model, roles, responsibilities, and service scope.
- Developed and implemented key SOPs, governance processes, and operational procedures covering incident management, backup, patching, monitoring, and cloud service management.
- Strengthened operational control, service reliability, and accountability through a process-driven cloud operating model.
- Led cloud cost optimization initiatives that delivered approximately AED 14M in annual savings while maintaining service quality, security, and scalability.
- Created a sustainable foundation for cloud governance, efficiency, and long-term operational excellence.

#### **Migration to AWS public cloud | HBMSU** 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 | HBMSU** 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.

#### **Compliance with Security Standards | HBMSU** 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.

#### **Re-architecting the IT infrastructure | HBMSU** 2016

- Assumed leadership as IT 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 | HBMSU** 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.