

Mohamed Hamzawi

Driving Cloud Solutions | Digital Transformation | SRE | DevOps
MSc with Merit in ITM (Business Intelligence) from the British University in Dubai

UAE Golden Visa Holder

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ABOUT

- 15+ years in cloud infrastructure, SRE, DevOps, and engineering leadership, including 7+ years leading high-growth teams as Head of SRE & DevOps across the GCC.
- MSc with Merit in IT Management (Business Intelligence) from the British University in Dubai, plus AWS Solution Architect & Developer and Red Hat (SA, E, VA) certifications.
- Harvard-certified in Venture Tech & Startup Ecosystem Navigation, aligning engineering strategy with founder-led, VC-backed growth goals.
- Proven success in scaling distributed systems and engineering teams for VC-backed and enterprise-scale platforms, achieving 99.99% uptime, seamless cross-market expansion, and significant cost optimization.
- Deep expertise in backend systems, cloud architecture (AWS, Azure, Huawei), CI/CD, and secure infrastructure design, with hands-on coding in Python and automation tools.
- Strong exposure to AI/ML-driven architectures, real-time analytics, cost optimization, fraud detection, and cloud-native solutions.
- Passionate about building and mentoring elite engineering teams, while staying hands-on to deliver scalable, secure, and innovative technology solutions.

WORK EXPERIENCE

Head of SRE & DevOps Engineering, ZID.SA – KSA/UAE

June 2022 - Present

- Established and scaled the Site Reliability Engineering (SRE) function at ZID, aligning reliability goals with business objectives and customer experience metrics.
- Designed and implemented OKRs across engineering teams, including:
 - Platform reliability: 99.99% uptime target
 - Implemented proactive SLA breach prevention using predictive monitoring and alerting, effectively mitigating potential service disruptions before customer impact occurred.
- Led DevOps & SRE initiatives to enhance platform reliability, scalability, and efficiency, supporting Zid's mission to transform traditional retail into modern e-commerce.
- Standardized CI/CD pipelines across teams, improving consistency and reducing deployment times, resulting in faster delivery of new features.
- Championed cross-functional collaboration with engineering, product, and QA teams to build and maintain a resilient infrastructure capable of supporting peak traffic periods.
- Ensured robust monitoring, automation, and proactive incident management, aligning with business objectives for high uptime and performance.
- Led incident response and root cause analysis efforts, reducing Mean Time to Recovery (MTTR) and preventing recurring issues.
- Optimized cloud infrastructure to achieve cost efficiencies, implementing resource scaling and usage monitoring, which led to a significant reduction in operational expenses.

DevOps Engineering Expert, Intigral (STC) - UAE

May 2020– June 2022

- Played a pivotal role in DevOps implementation for Jawwy.TV / STCTV.com, enhancing front-end infrastructure for seamless content delivery and streaming.
- Improved uptime and user satisfaction for Jawwy.TV / STCTV.com by optimizing streaming resilience and reducing latency.

Senior DevOps Engineer, Intigral (STC) - UAE

Jan 2017 – May 2020

- Managed the DevOps pipeline for Dawriplus, enhancing live-streaming capabilities for an optimal sports viewing experience, especially for Saudi League matches.
- Handled high-traffic demands on Dawriplus through advanced monitoring and scaling techniques, ensuring uninterrupted access during peak events.

Senior Linux System Engineer, Intigral (STC) - KSA

May 2013 – Jan 2017

- I led the optimization and management of Linux-based systems, ensuring high availability and security for mission-critical applications.
- My role involved implementing automation processes, enhancing system performance, and providing advanced troubleshooting support for large-scale environments.

Linux System Engineer, MICT (UNDP) - Egypt

Jan 2009 –April 2013

- My responsibilities included configuring servers, enhancing system resilience, and providing comprehensive support to ensure the stability and performance of critical applications.
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EDUCATION

Master's Degree with Merit in ITM (Business Intelligence)

Sept 2020 - Jan 2023

The British University in Dubai (BUiD) | UAE

- Specialization in ITM (Business Intelligence).
- Thesis on "Investigating the Effects of Cloud-Based Business Intelligence Adoption in UAE".

Bachelor of Computer Science

Sept 2000 - May 2003

Faculty of Computers and Informatics | Egypt

- Specialization in Computer Science.
 - Grade: Very Good.
 - My Graduation Project won the first place in ICT Academy Competition
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CERTIFICATIONS

Entrepreneurship/Entrepreneurial Studies | Harvard Business School Online

- Mastered frameworks for executing profitable business models and conducting experiments to define value propositions and go-to-market strategies.
- Gained insights into navigating the startup ecosystem, including capital raising and understanding the venture capital process.
- Developed awareness of systemic biases, ethical considerations, and the role of experimentation in building early-stage startups.

AWS Certifications

- Advanced Developing in AWS: Leveraging cloud-native tools for optimized application performance.
- DevOps Engineering in AWS: Gained expertise in implementing DevOps principles, focusing on automation, CI/CD, and infrastructure as code.
- AWS Certified Solution Architect – Associate: Skilled in designing scalable, cost-effective, and secure solutions using AWS cloud services.
- AWS Certified Developer – Associate: Proficient in cloud-based application development, deployment, and best practices for AWS.

Rancher Certification

- Certified Rancher Operator: Certified in managing and operating Kubernetes clusters using Rancher for efficient multi-cluster management.

Redhat Certifications

- Redhat Certified (Virtualization Administrator, Engineer, System Administrator): Proficient in Redhat virtualization, engineering, and system administration for enterprise Linux environments.

Verimatrix Certification

- Verimatrix Certified (Internet TV and multi-Right OTT): Certified in Verimatrix technologies, specializing in securing and managing Internet TV and OTT content rights.

TECHNICAL SKILLS

- **Cloud Architecture** – Design and implement scalable, secure, and cost-optimized cloud solutions across AWS, Azure, and Huawei. Skilled in performance tuning, compliance, automation scripting, and aligning cloud strategies with business goals.
 - **DevOps Engineering** – Automate and streamline deployments, manage CI/CD pipelines, integrate infrastructure as code (IaC), and collaborate across teams to deliver reliable, fast, and secure releases.
 - **Site Reliability Engineering (SRE)** – Ensure 99.99% uptime through robust monitoring, proactive alerting, and automation. Lead incident response and root cause analysis, optimize system performance, and plan for future scaling needs.
 - **Automation & Workflow Orchestration** – Build and manage end-to-end automation workflows using n8n, reducing manual tasks in incident response, cost optimization, and operational reporting.
 - **Startup Ecosystem & VC Navigation** – Harvard-certified in Venture Tech, with expertise in building profitable business models, defining value propositions, and aligning technical roadmaps with VC-backed growth strategies.
 - **Core Technical Proficiencies:**
 - Technical Solution Design & Cloud-Native Applications
 - Infrastructure Engineering & Management (IaC, CI/CD, Cloud Migration, Disaster Recovery)
 - Kubernetes & Virtualization (RHCVA with RHEV, KVM, VMware, Ovirt, Hyper-V, Rancher)
 - Monitoring & Observability (DataDog, Prometheus, ELK APM, Grafana, New Relic, Site24x7, Splunk)
 - Programming & Automation – Python, Shell scripting
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SELECTED PROJECTS/ACHIEVEMENTS

Zid.sa – eRetail Enablement Platform (Saudi Arabia)

- **As Head of DevOps & SRE Engineering**, I led the design, scaling, and optimization of Zid's digital infrastructure, ensuring it could support rapid growth and peak traffic across the GCC. My key achievements include:
 - **Achieved 99.99% platform uptime** by implementing highly available, fault-tolerant architectures
 - **Enhanced security and compliance** by adopting zero-trust network principles, automated patching, and proactive monitoring across cloud workloads.
 - **Reduced operational costs** through infrastructure right-sizing, workload scheduling, and traffic flow optimization, while maintaining high performance.
 - **Built automated workflows** for incident response, reporting, and cost tracking, significantly reducing manual overhead and response times.

stcTV.com & Jawwy.tv – Next-Generation Pay TV & OTT Platforms

- **At Intigral (STC)**, I played a key role in DevOps and platform engineering for JawwyTV and stcTV, enabling telcos to drive broadband adoption and generate new revenue streams. My key achievements include:
 - **Implemented scalable, fault-tolerant DevOps pipelines** to support seamless content delivery and live streaming for hundreds of thousands of concurrent users during peak events.
 - **Optimized video delivery performance and latency** by leveraging CDN tuning, caching strategies, and cloud-based scaling, ensuring a smooth user experience across the MENA region.
 - **Worked closely with payment and subscription systems**, improving the reliability of billing operations for end-users.
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PERSONAL SKILLS

Analytical Thinking: Capable of breaking down complex problems and processes to identify patterns and generate solutions, ensuring data-driven decision-making.

Problem-Solving: Adept at diagnosing issues and implementing effective solutions to maintain system functionality and enhance performance.

Project Management: Experienced in planning, executing, and overseeing projects, ensuring they meet deadlines, budgets, and strategic objectives.

Team Collaboration: Strong team player who thrives in collaborative environments, fostering cooperation and productivity among team members.

Innovation: Passionate about utilizing innovative approaches and cutting-edge technologies to improve processes and drive organizational success.