Mohamed Hamzawi

Head of SRE & DevOps Engineering | Cloud & Solution Architecture

MSc with Merit in ITM (Business Intelligence) | Harvard Business School Online - Launching Tech Ventures | Certified Solutions Architect

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PROFESSIONAL PROFILE

- Results-driven technology and engineering leader with 15+ years of experience across solution architecture, cloud infrastructure, DevOps, SRE and enterprise-scale digital platforms across the GCC.
- Experienced in designing and operating secure, highly available and scalable AWS and Kubernetes architectures supporting large-scale eCommerce and payment workloads, with strong exposure to PCI DSS-aligned controls, API integrations, security, disaster recovery, observability and production operations.
- Proven success translating business requirements into resilient technical solutions while leading cross-functional engineering delivery and modernization programs.

CORE SOLUTION ARCHITECTURE COMPETENCIES

Solution & Cloud Architecture	AWS architecture, Kubernetes/EKS, cloud-native design, scalability, HA/DR and cost optimization
Payments & eCommerce Platforms	Infrastructure architecture supporting payment workloads, transaction services, APIs and production operations
Security & Compliance	PCI DSS-aligned infrastructure controls, CDE segmentation, IAM, encryption, secrets, TLS, WAF and logging
Reliability Engineering	99.99% availability, SRE, observability, incident management, RCA, capacity planning and resilience
Integration & Delivery	API integrations, CI/CD, infrastructure as code, automation and cross-functional technical delivery
Architecture Leadership	Stakeholder alignment, technical governance, risk management, modernization and executive reporting

PROFESSIONAL EXPERIENCE

Head of SRE & DevOps Engineering, ZID.SA - KSA/UAE — Jun 2022 - Present

- **Solution Architecture:** Support the architecture, reliability, security and cloud infrastructure of payment workloads including ZidPay, covering AWS/EKS environments, payment-service integrations, API connectivity, high availability, disaster recovery, observability and production operations.
- **Payment Security & Compliance:** Lead cloud and infrastructure initiatives supporting PCI DSS requirements, including CDE segmentation, network security controls, IAM, encryption, secrets management, WAF, TLS, centralized logging and monitoring.
- Established and scaled the SRE function at Zid, driving platform reliability, operational excellence and enterprise service delivery across large-scale eCommerce environments.
- Led cloud transformation and modernization across Kubernetes, cloud-native infrastructure, DevOps, observability, automation and AI-enabled operational platforms, including AWS Bedrock integrations.
- Achieved 99.99% platform availability through resilient cloud architecture, proactive monitoring, CI/CD standardization, incident management, disaster recovery planning and automation.
- Managed cross-functional engineering delivery across product, QA, operations and infrastructure teams, aligning technical execution with business objectives, governance, risk and operational KPIs.

DevOps Engineering Expert, Intigral (STC) - UAE — May 2020 - Jun 2022

- Led DevOps and infrastructure modernization initiatives for Jawwy.TV and stcTV, supporting enterprise-scale OTT and high-traffic live-streaming platforms across the region.
- Implemented scalable cloud-native solutions improving resilience, operational stability, performance and customer experience during peak streaming events.
- Coordinated engineering, operations and stakeholder teams to ensure delivery alignment, operational readiness and risk mitigation.

Senior DevOps Engineer, Intigral (STC) - UAE — Jan 2017 - May 2020

- Managed DevOps pipelines and production reliability for Dawriplus, supporting high-traffic Saudi League live-streaming workloads.
- Applied advanced monitoring, scaling and performance practices to maintain service continuity during peak events.

Senior Linux System Engineer, Intigral (STC) - KSA — May 2013 - Jan 2017

- Optimized and managed Linux-based systems for mission-critical applications, implementing automation, performance tuning, security and advanced troubleshooting.

Linux System Engineer, MICT (UNDP) - Egypt — Jan 2009 - Apr 2013

- Configured and supported enterprise Linux systems, improving resilience, stability and operational performance for critical applications.

SELECTED ARCHITECTURE & PLATFORM ACHIEVEMENTS

- **Zid / ZidPay - eCommerce & Payments Platform:** Supported secure, resilient cloud-native architecture for large-scale eCommerce and payment workloads, including Kubernetes scalability, payment-related infrastructure controls, observability, disaster recovery and production reliability.
- Led enterprise-scale cloud transformation and infrastructure modernization supporting millions of platform transactions and 200+ production workloads across the GCC.
- Improved engineering efficiency and MTTR through CI/CD standardization, observability platforms, automation, workload optimization and cloud cost optimization.
- **stcTV / Jawwy.tv:** Supported high-availability OTT platforms serving hundreds of thousands of concurrent users, improving scalability, CDN performance, resilience and service continuity during peak events.

TECHNICAL EXPERTISE

AWS • Kubernetes / EKS • Cloud Architecture • Solution Design • Payment Workload Infrastructure • PCI DSS-aligned Controls • API Integrations • High Availability & Disaster Recovery • IAM • Encryption & Secrets Management • Cloudflare WAF / TLS • CI/CD • Infrastructure as Code • Observability • Incident Management • RCA • Python / Shell Automation • n8n • AWS Bedrock

EDUCATION

Master's Degree with Merit in ITM (Business Intelligence), The British University in Dubai (BUiD) — 2020- 2023

- Thesis: "Investigating the Effects of Cloud-Based Business Intelligence Adoption in UAE".

Bachelor of Computer Science, Faculty of Computers and Informatics - Egypt — 2000 - 2003

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

CERTIFICATIONS & EXECUTIVE DEVELOPMENT

- Harvard Business School Online - Launching Tech Ventures: Entrepreneurship, venture strategy, value propositions, go-to-market experimentation and technology-driven business transformation.
- AWS Certified Solutions Architect - Associate
- AWS Certified Developer - Associate
- AWS Advanced Developing and DevOps Engineering training
- Certified Rancher Operator
- Red Hat Certified - Virtualization Administrator, Engineer and System Administrator
- Verimatrix Certified - Internet TV and Multi-Right OTT

LEADERSHIP

- Engineering Leadership
- Solution Architecture
- Strategic Execution
- Cross-Functional Delivery
- Stakeholder Management
- Technical Governance
- Operational Risk
- Business Continuity
- Team Development
- Executive Communication
- Systems Thinking