Muhannad Kilani
Technology & Security Enthusiast Keen to Develop a
Fully Secure Digital World - AWS, Azure, Python, Docker, Kubernetes, Linux,
PKI ++++, Certified Tech Leader
BSc Telecom, Electronics Engineering.
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A Bird's Eye on Profile

With 13 years of experience in the tech field as a solution architect and architecture manager, a deep understanding of the industry and a knack for identifying creative and effective solutions to a wide range of challenges have been developed. A Bachelor of Technology Engineering degree is held and a passion for utilizing technology to solve complex business problems is present.

Areas of expertise include:

- AWS and Azure public clouds
- Docker and Kubernetes for delivering scalable, efficient, and secure containerized solutions
- Information security, including experience with PKI and Linux
- Python proficiency and various certifications to stay up-to-date with the latest advancements in technology
- Network design and implementation
- Large-scale deployment of containerized applications
- Integration of security and network infrastructure
- Product management, including developing product roadmaps and leading cross-functional teams to deliver high-quality products.

A proven track record of delivering projects on time and within budget is demonstrated, as well as a talent for collaborating with cross-functional teams. A drive to continuously grow knowledge and skills has allowed for excelling in both hands-on solution architecture and the management of technical architecture initiatives.

Certifications

1. Amazon AWS Certified Solutions Architect - Associate (SAA)
2. Amazon AWS Cloud Practitioner
3. Microsoft Azure Certified Administrator
4. Microsoft Azure Certified Fundamentals
5. Docker Certified Associate – Application Containerization
6. Python PCEP Certified Entry Level Programmer
7. Linux Professional Institute Certified – LPIC1
8. SUSE Certified Linux Administrator – SUSE Linux Enterprise Server 11
9. CompTIA Linux +
10. Symantec PGP Universal Server – Symantec Technical Specialist – STS
11. Cyberoam Certified Network and Security Professional – CCNSP (UTM)
12. Cisco Certified Network Professional – CCNP – Routing and Switching
13. Cisco Certified Network Associate – CCNA – Routing and Switching
14. EgoSecure Certified Engineer – Data Loss Prevention – Endpoint Security
15. VMware Certified – VCA DCV- Data Center Virtualization

16. Zertificon – Email Encryption – Z1 Certified – SMIME /PGP Encryption
17. Penta Security – WAPPLES Certified Basic – Web Application Firewall
18. AirWatch Enterprise Mobility Associate – Mobile Device Management – MDM
19. ITIL V3 – Information Technology Infrastructure Library – by EXIN
20. Databricks Certified Lakhouse Data Engineer Associate

Training

- May. 2014 BundesDruckerei GmbH, **Berlin, Germany**
  - ❖ **ePassport Issuing Systems**
    - o System Installation, Configuration and Management.
    - o Database Connection, Network Connection & Active Directory Deployment.
    - o Exception Handling in System Workflow, ICAO Compliant ePassport Production Phases.
    - o Linux Systems, HYDRA MPDV/MES Installation & Tuning(SUSE Based).

  * Detailed Training information along with training certificates can be found on:

  www.thekilani.com

- Nov.2014 **Penta Security** Dubai Silicon Oasis, **Dubai UAE**
  - ❖ Web Application Firewall WAF, Database Encryption (Penta Security)
    - o Technical Training on WAPPLES WAF, Diamo DB Encryption, Presales/Techno Commercial feasibility training with other competing products of Barracuda , F5 and Imperva .
    - o Risks arising for Web Applications and challenges being faced by Enterprises in that regard.
    - o Live Penetration tests (black and white box) as part of PoCs drill.
    - o Full Configurations cycle of the 2 products.

- July.2009 ARTELCO – **Amman Jordan**
  - ❖ AVAYA Voice over IP solutions
    - o *VoIP technology and TV over IP solutions.*
    - o *IP Office Installation*
    - o *AVAYA S8XXX Series Installation and Configuration.*
    - o *AVAYA Gateways G250 , G450 ….. Installation.*

- *Jan 2019 – Until Now*
  Solutions Consulting Manager
  Planet Payment Systems – Dubai UAE

  o Main Subject-Matter-Expert for the eTaxFree Platform from business and back-end development architecture perspective.
  o Conducting regular security reviews of the Outsystems Tax Free platform and ensuring counter-measures in place for most recent web vulnerabilities in OWASP and other community based security enhancements.
  o Recommend further web security enhancements to the eTaxFree Platform.
  o Coordinate and facilitate penetration tests with Planet's PT external partners.
  o Aligning with Planet Fraud and Risk team to define a Fraud and Risk analysis module in the platform.
  o Aid and provide consultation on infrastructure security following industry security best practices from invoking certificate-based encryption for synchronous web services transactions to related PKI technologies needed to achieve needed cryptography.
  o Building and implementing self-developed CA to issue public certificates to secure API calls from clients distributed across the country using EJBCA by PrimeKey and fine-tuning to fit business needs.
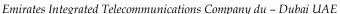
- *4th of July 2017 – 11th of August 2018*
  Customer Success Manager – CS Lead in GCC Region
  Teradata – Dubai UAE

  o Responsible for end-to-end customer service deliverables to Teradata customers, whether delivered directly by the geographically deployed resources or in partnership with other Local, Regional and/or global teams.
  o Provide day-to-day managerial support to the Partners and team of Teradata Customer Service Representatives that I manage as per the growth of the country.
  o Work close with the sales team to understand the product sales funnel, help to prepare service sales offers including pricing and deliverables.
  o Promote service excellence through effective communication with external customers as well as internal teams.
  o Conduct review meetings with major customers including customer visits.
  o Promote service excellence through coaching, guidance and leadership to create a positive work environment.
  o Report and drive improvements based upon KPI for customer support activities to ensure a high quality and performance objectives are met and a customer service focused culture is maintained.
  o Conduct operational reviews with major customers including customer visits.
  o Ensure escalations are carried out promptly and managed according to documented escalation guidelines.

- *23rd of November 2015 – 4th July 2017*
  Enterprise Architecture & Innovation Manager – Managed Services
  Emirates Integrated Telecommunications Company du – Dubai UAE

  o Responsible of cutting edge technology trends of smart cities like IoT, Big Data and Object Based Storage side by side the technologies relies within, from NoSQL approach DBs and ending with platform application optimization and accordingly develop RFP responses to customer requirements.
  o End-to-end consultation on open source IoT platforms initiative with underlying technologies of compute, virtualization and storage side by side the software defined application layer while creating a support efficient and development model.
  o Developing state-of-the-art managed security services of products like SIEM, DDoS, Secure Web Hosting, ATP while imposing multi-tenancy in place to be conformed to the business and cloud market requirements.
  o Responsible to Managed Services Cloud portfolio at all aspects of IaaS, SaaS and PaaS,
  o With the target to respond to new customer prospects in the market in timely and efficient manner.
  o Translate customer requirements to technical specifications and develop the solutions with vendors and System Integrators to meet the overall response to Customer Requirement Documents.
  o Prepare Solution Design Documents in coordination with the OEM Vendors and System Integrators on technical designs and solutions with all necessary options required to fulfill the customers stated technical needs.
  o Provide recommendation to du Managed Service executives on how RFP responses may be migrated to standardized solutions on the existing Managed Services roadmap.
  o Prepare RFP technical chapters: atomic evaluation criteria on solution design, delivery/integration and operation.

- *2nd January 2014 – until 15th May 2015*
  Information Security Consultant – Project Lead
  ISPIN MEA FZCO / BundesDruckerei GmbH Dubai UAE

  o UAE ePassport issuing systems project , back end support related to Database , web applications, Linux servers , API between systems and PKI(public Key infrastructure).
  o BundesDruckerei www.bdr.de representative related to technical issues being faced by Ministry of Interior MoI upon issuing chip based ePassports.
  o ME1000, AS1000 ePassport personalization machines (electronic and optical) consultation ranging from optical to electronic using RFID technologies as well consultation in Oracle DBs, Web Services (WSDLs), Oracle SOA Suite and ICAO Compliant ePassport Lifecycle.
  o PGP Encryption using Symantec PGP Encryption Management Server – Email Encryption.
  o Data Leakage Prevention Solutions (DLP), Linux/Unix Systems Deployment , Network Infrastructure Design and Configuration(Symantec DLP, EgoSecure Endpoint).(Symantec DLP, EgoSecure Endpoint)
  o Emirates Identity Authority – Validation gateway Project consultation in major areas of PKI , Smart Cards , CA (Certificate Authority) , OCSP , CRL , HSMs (Hardware Security Modules) and NTP Servers (GPS Based) Meinberg NTP , PDF Signing , Digital Signing .
  o Web Application Firewalls (WAPPLES, PENTA Security WAFs) Analysis and Deployments to mitigate threats like XSS, Cross Site Scripting, SQL Injections, Backdoors, Web Apps Defacement, Denial of Service DoS, DDoS and Broken Authentication and session management.
  o RSA Security Analytics (Envision Migration), SIEM (Security Incident and Event Management) Syslog and Packet Monitoring Deployment and outcome consultation for several clients.
  o McAfee DLP outcome consultation for several clients using ePO centralized management console.
  o IP360/ nCircle Vulnerability Management, PT (Penetration tests) using KALI Linux and Black Ubuntu with tools like Maltego , Aircrack-ng , SQLMap, ARP Spoofing , Session Hijacking , VoIP Channels manipulation.
  o Open-Source CA, EJBCA from PrimeKey Deployment, ISO27001 Experience.
  o Presales activities and techno-commercial consultations for various security products.

- *1st September 2012 – 31st December 2013*
  IT Coordinator -Project Coordinator
  Dubai Islamic Bank, HO UAE – Dubai UAE / Deira

  o   ITIL V3 (Information Technology Infrastructure Library) Process Management.
  o Incident management and resolution in SLA (Service Level Agreement) Manners.
  o Coordination with different Business Units regarding work flow and system changes deployment.
  o   Microsoft Active Directory Administration in respect to Organizational Policies and access control algorithms followed.
  o HP Service Manager Structure process and first level interaction for more than 3.5 k Users
  o Coordination with Access Control Unit regarding FlexCube Access Issues related to user privilege levels RBAC (Role Based Access Control) along with policies followed.
  o Support Portal Development – Internal Support Portal for Service Desk in order for remote users to ask for support within local VoIP network of Dubai Islamic Bank of Avaya existing Infrastructure using SIP and H.323 protocols- Idea was inherited from my portfolio website : http://www.thekilani.com to apply the same Click-to-Call support – through Avaya Genesys.

- *10th August 2011 – 12th June 2012*
  Senior Technical Engineer / 10th August 2011 -7th November 2011
  Technical Account Manager / 8th November 2011 – 12th June 2012
  Panorama IT , Riyadh – Kingdom of Saudia Arabia KSA

  o Fortinet VPN Routers , UTMs Installation(Cyberoam), Configuration and troubleshooting.
  o Cisco Routers , Switches Installation along with fiber optic termination and cabling infrastructure.
  o BlueCoat ProxySG Installation.
  o Riverbed Products Installation.
  o UPS(Uninterrupted Power Supply)Installation & Power Design (APC, Eaton)
  o IronPort Cisco security.
  o Fax Management Solution Installation (FaxSoft).
  o VoIP (SIP) and video (H.323) solutions installer (Maximizer IP telephony).
  o Company Website : www.panoramait.com.sa (Development of the company's website was done by me)
  o Setting up and finalizing Quotations of projects ending with Purchase orders and delivery assurance.

- *25th February 2010 –1st August 2011*
  Systems & Network Engineer / Training Manager
  Jordan Bits Training Center – Amman Jordan

  o Training labs preparation for the center's trainees using VMware and Virtualization technology.
  o Handling center's network connectivity and routing protocols applied within the center like EIGRP, OSPF and RIP where applicable (Cisco Technologies).
  o Handling Microsoft Servers like DCs (Domain Controllers), ISA, and firewalls.
  o Managing Linux Servers (CentOS, Gentoo, Redhat) and preparing testing environment for the center's student.
  o Microsoft SCCM Administration, where addressing computer issues remotely when required.
  o Managing wireless infrastructure within the center while creating security policies like VLANs when required.
  o Managing webservers IIS from Microsoft and SQL DBs when required within the center.
  o Citrix XenApp Application virtualization when required to be used by the center's needs.

Projects

- **Combat Training Center – Rheinmetall Defence – Live Simulation Systems**
  UAE Armed Forces – May until November 2015
  Role: Computer and Security Systems Architect

- **UAE ePassport Issuing System – Ministry of Interior** Enrolled in Jan 2014
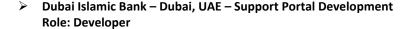 **Role: Information Security and Systems Architect**

- **Environment Agency – Abu Dhabi , UAE Enrolled in June 2014**
  Role: Systems Architect – RSA Security Analytics SIEM Solution

- **Emirates ID – Abu Dhabi, UAE – Validation Gateway Project** Enrolled in Jan 2015
  Role: PKI Operations Specialist

- **Emirates ID – Abu Dhabi – ISO27001 – Policies and Procedures**
  Role: ISO27001 Implementer and Auditor

- **Emirates Post – Data Loss Prevention** Enrolled in Jan. 2015
  Role: Systems Architect

- **Dubai Islamic Bank – Dubai, UAE – Support Portal Development**
  Role: Developer

- **Chamber of Commerce – Riyadh Saudia Arabia Al Kharj – UTM & Security Awareness**
  Role: Systems Architect and Security Awareness Trainer

Skills Keyword Pool

Network topology designs, traffic analysis, , Development, Software Development, Integration, Distributed System programing, Python, Database and Database Servers, Architecture, Enterprise, Solutions , C++, Consulting, PHP, HTML Websites Development: Low Code, RAD, JavaScript, CSS, XML, MYSQL, MS SQL Server 2008, Oracle DB 10g, MS-DOS, Cross-Platform, Leadership, Unix& Linux: Red Hat, Fedora, Microsoft, Azure, Cloud, Big Data, Product Owner, MS Project Professional, MS Visio, wire shark, ISO27001, ISO20000, Information Security Regulations ISR, Design, HLD, LLD , API , PGP , SMIME , Email Encryption , CentOS, Amazon, AWS , Wireless , IP Telephony , Open Source , Mikrotik , Asterisk.

Online Presence / Certifications Verification / Calling Functions / References

https://www.thekilani.com

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