

Muhannad Kilani

Digital Transformation | Innovation | Security | Cloud Advisory | Data | Solutions Architect

BSc Telecom, Electronics Engineering.

Nationality: Jordanian, **Residence:** UAE, Self-Sponsored / Golden Visa 

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A Bird's Eye on Profile

With 13 years of experience in the tech field as a solution architect, architecture manager and advisor, 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:

- Amazon AWS, Microsoft Azure public clouds and Terraform IaC (Infrastructure as Code)
- 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, architecture and optimization in cloud computing best practice frameworks and advisory.
- Large-scale deployment of containerized applications
- Integration of security and network infrastructure in cloud-centric and hybrid environments.
- Product management, including developing product roadmaps and leading cross-functional teams to deliver high-quality products side by side transform business legacy systems to adapt modern and digitized approach being a lead cloud & security advisor in various roles.

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. ISC2 – Certified Cloud Security Professional (CCSP)
2. Amazon AWS Certified Solutions Architect - Associate (SAA)
3. Amazon AWS Cloud Practitioner
4. Microsoft Azure Certified Solutions Architect – Expert AZ305
5. Microsoft Azure Certified Administrator – AZ104
6. Microsoft Azure Certified Fundamentals – AZ900
7. HashiCorp Certified: Terraform Associate
8. Docker Certified Associate – Application Containerization
9. Python PCEP Certified Entry Level Programmer
10. Linux Professional Institute Certified – LPIC1
11. SUSE Certified Linux Administrator – SUSE Linux Enterprise Server 11
12. CompTIA Linux +
13. Symantec PGP Universal Server – Symantec Technical Specialist – STS
14. Cyberoam Certified Network and Security Professional – CCNSP (UTM)
15. Cisco Certified Network Professional – CCNP – Routing and Switching
16. Cisco Certified Network Associate – CCNA – Routing and Switching
17. EgoSecure Certified Engineer – Data Loss Prevention – Endpoint Security

Certifications – Continued

18. VMware Certified – VCA DCV- Data Center Virtualization
19. Zertificon – Email Encryption – Z1 Certified – SMIME /PGP Encryption
20. Penta Security – WAPPLES Certified Basic – Web Application Firewall
21. AirWatch Enterprise Mobility Associate – Mobile Device Management – MDM
22. ITIL V3 – Information Technology Infrastructure Library – by EXIN
23. Databricks Certified Lakehouse Data Engineer Associate



Career History

- Jan 2019 – Until Now

Solutions Consulting Manager

Planet Payment Systems – Dubai UAE



- Main Subject-Matter-Expert for the eTaxFree Platform from business and back-end development architecture perspective.
- 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.
- Recommend further web security enhancements to the eTaxFree Platform.
- Coordinate and facilitate penetration tests with Planet's PT external partners.
- Aligning with Planet Fraud and Risk team to define a Fraud and Risk analysis module in the platform.
- 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.
- 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



- 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.
- 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.
- Work close with the sales team to understand the product sales funnel, help to prepare service sales offers including pricing and deliverables.
- Conduct review meetings with major customers including customer visits.
- Promote service excellence through coaching, guidance and leadership to create a positive work environment.
- 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.

- Conduct operational reviews with major customers including customer visits.



- *23rd of November 2015 – 4th July 2017*

Enterprise Architecture & Innovation Manager – Managed Services

Emirates Integrated Telecommunications Company du – Dubai UAE

- 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.
- 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.
- 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.
- Responsible to Managed Services Cloud portfolio at all aspects of IaaS, SaaS and PaaS,
- With the target to respond to new customer prospects in the market in timely and efficient manner.
- Translate customer requirements to technical specifications and develop the solutions with vendors and System Integrators to meet the overall response to Customer Requirement Documents.
- 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.
- Provide recommendation to du Managed Service executives on how RFP responses may be migrated to standardized solutions on the existing Managed Services roadmap.
- 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



- UAE ePassport issuing systems project , back end support related to Database , web applications, Linux servers , API between systems and PKI(public Key infrastructure).
- BundesDruckerei www.bdr.de representative related to technical issues being faced by Ministry of Interior MoI upon issuing chip based ePassports.
- 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.
- PGP Encryption using Symantec PGP Encryption Management Server – Email Encryption.
- Data Leakage Prevention Solutions (DLP), Linux/Unix Systems Deployment , Network Infrastructure Design and Configuration(Symantec DLP, EgoSecure Endpoint).(Symantec DLP, EgoSecure Endpoint)
- 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 .
- 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.
- RSA Security Analytics (Envision Migration), SIEM (Security Incident and Event Management) Syslog and Packet Monitoring Deployment and outcome consultation for several clients.
- McAfee DLP outcome consultation for several clients using ePO centralized management console.
- 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.
- Open-Source CA, EJBCA from PrimeKey Deployment, ISO27001 Experience.
- 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



- ITIL V3 (Information Technology Infrastructure Library) Process Management.
- Incident management and resolution in SLA (Service Level Agreement) Manners.
- Coordination with different Business Units regarding work flow and system changes deployment.
- Microsoft Active Directory Administration in respect to Organizational Policies and access control algorithms followed.
- HP Service Manager Structure process and first level interaction for more than 3.5 k Users
- Coordination with Access Control Unit regarding FlexCube Access Issues related to user privilege levels RBAC (Role Based Access Control) along with policies followed.
- 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



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



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

Projects

- **Tax Refund Scheme | Planet – UAE**
Federal Tax Authority – Jan 2019
Role: Security and Solutions' Architect



- **VAT Refund Scheme | Planet – Bahrain**
National Bureau for Revenue - Mar 2019
Role: Security and Solutions' Architect



- **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

IaC, 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, DevpOps, Cross-Platform, Leadership, Unix& Linux: Red Hat, Fedora, Microsoft, Azure, Cloud, Big Data, Product Owner, MS Project Professional, Terraform, wire shark, ISO27001, ISO20000, Information Security Regulations ISR, Design, HLD, LLD , API , PGP , SMIME , Email Encryption , CentOS, Amazon, AWS , Wireless , IP Telephony , Open Source , Azure , Asterisk.

Online Presence / Certifications Verification / Calling Functions / References



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