AbdulAziz alZamel

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Experience

SENIOR SYSTEM ENGINEER| SEATGEEK INC | 09-2024 TO 03-2025 | BERLIN GERMANY

· Led the implementation of new services to support management planning to reduce and manage costs.
· Collaborated with the security team to patch vulnerabilities in internal infrastructure.
· Built full services in AWS using IaaS, GitLab CI/CD, and Terraform, enhancing infrastructure scalability and security.
· Worked on OKTA's APIs and workflows, managing Okta instances to streamline authentication processes and improve user experience.

HEAD OF IT | FLINK SE | 05-2024 TO 09-2024 | BERLIN GERMANY

· Led and manged a high-performing IT team of 10 professionals across operations, security, and infrastructure/integration, driving operational excellence and strategic IT alignment.
· Developed and executed a 3-years IT strategy aligned with business objectives, resulting in improved efficiency and reducing costs.
· Oversaw the implementation of network migration to remote locations/hubs to reduce internet connection downtime.
· Successfully managed the IT budget and optimized resource allocation, leading to cost reduction by nearly 20%.
· Built and maintained strong relationships with key stakeholders (including C-level, People team, Operations, Engineering) to drive IT initiatives and improve cooperation towards business objectives.

SENIOR SYSTEM ENGINEER| CONTENTFUL GMBH | 06-2022 TO 04-2024 | BERLIN GERMANY

· Build internal infrastructure to integrate with other SaaS applications.
· Automated on-boarding and off-boarding of users accounts and devices via the use of APIs.
· Collaborated with the security team to patch vulnerabilities in internal infrastructure.
· Evaluated new SaaS applications or services for internal deployment.
· Mentored team members.
· Built full services in AWS using IaaS, GitHub Actions, and Terraform.
· Developed applications to fill gaps in missing features (SAML/SSO, user sync, SCIM, authentication layer).
· Deployed and built Intune and JAMF Pro, as well as backend services for application patching and monitoring.
· Worked with Okta APIs and workflows and managed Okta instances.
· Led the implementation of new software, systems, and services, and maintained them post-deployment.

CORPORATE IT MANAGER | TRADEREPUBLIC BANK GMBH | 12-2020 TO 05-2022 | BERLIN GERMANY

· Led the implementation of new software, systems, and services, and maintained them post-

deployment.

- Automated on-boarding and off-boarding of user accounts and devices via APIs.
- Introduced a road map for corporate IT.
- Built a team, growing it to 12 corporate IT employees.
- Managed the team's budget, procuring SaaS applications, network hardware, laptops, and more.
- Improved Corporate IT workflow and documented processes.
- Developed personal growth plans for each team member.
- Mentored and supported all team members, holding weekly one-on-one meetings.
- Responsible and accountable for managing all internal infrastructure (G Suite, Slack, GitHub, applications built on AWS, etc.).
- Communicated with stakeholders weekly/biweekly (CISO, SRE, People team, Compliance, C-level management).
- Trained team members on new technologies introduced in the company (e.g., VPN infrastructure).

IT Manager | VIVY GMBH | 02-2019 TO 11-2020 | BERLIN GERMANY

- Designed, installed, and configured office network devices, firewalls, and servers.
- Documented all IT-related procedures and kept them up-to-date.
- Worked on ISO 27001 certification with the CISO and risk manager.
- Managed and contacted different vendors of external SaaS tools, software, and hardware.
- Managed the IT budget, hardware, software, and new tools.
- Administered Atlassian, Slack, Google Suite, GitHub, Office 365, AWS, Azure AD, Azure, and others.
- Improved overall policies, processes, and guidelines.
- Deployed endpoint security and device management solutions.
- Handled employee on-boarding and off-boarding.
- Educated and trained employees on various internal IT security topics.
- Supported end-users with technical issues.

SENIOR TECHOPS ENGINEER | N26 GMBH | 03-2017 TO 01-2019 | BERLIN GERMANY

- Managed Linux, macOS, and Windows operating systems.
- Handled employee on-boarding and off-boarding.
- Supported end-users with internal IT issues.
- Administered Atlassian, Slack, Google Suite, internal tools, Office 365, and VOIP systems.
- Planned, tested, and implemented new improvements and technology for the workplace or work processes.
- Created process descriptions, checklists, and documentation.
- Designed, installed, and configured office network devices, firewalls, and servers.
- Deployed device management and device security principles.

CUSTOMER ENGINEER | Microsoft | 10-2013 TO 09- 2014 | NRW GERMANY

- Provided support for commercial customers using MS technologies, focusing on on-premise products.

· Provided support within defined limits to migrate customers' infrastructure to MS Azure.

A COORDINATOR AND EVENTS ORGANIZER VOLUNTEER AT THE INTERNATIONAL CENTER | SAINT MARY'S UNIVERSITY | 03-2007 TO 04-2011 | HALIFAX, NS CANADA

· International environment.

· Give workshops to teach new international students about the Canadian culture, the laws and the university campus.

· Organize events and trips throughout the semester for the new international students.

· Coordinate between university, immigration office, local banks, and more and the international students whenever a student need one of the services.

SENIOR SALES AND SERVICES REPRESENTATIVE IN RETAIL BANKING GROUP | SAMBA FINANCIAL GROUP | 09-2002 TO 09-2005 | RIYADH, SAUDI ARABIA

· Advised clients in which stocks, fund, or bonds to invest.

· Buy and sell in the stocks market.

· Any operational needs for the clients' investments or mutual funds, i.e., transferring profits to their accounts or other funds, moving money between funds, and so on.

· Managed and supervised around 30 employees in our team.

· Gave training lessons regarding new policies, campaigns, or new tools to use.

Technical Skills

- **Identity & Access Management (IAM):** Okta, Microsoft Entra ID (Azure AD), SAML 2.0, SCIM, SSO, MFA, User Lifecycle Management, Role-Based Access Control (RBAC)

- **Cloud Environments:** AWS, Microsoft Azure, GCP

- **Infrastructure as Code (IaC):** Terraform, GitLab CI/CD, GitHub Actions

- **Operating Systems:** Linux, macOS, Windows

- **Networking**: TCP/IP, VPN, Firewalls, Routing

Languages

· Fluent in Arabic and English in reading, writing, and listening.

· Intermediate German (B1) in reading, writing, and listening.

Education

BACHELOR OF COMMERCE, NOT GRADUATED | 09-2009 TO 04-2011 | SAINT MARY'S UNIVERSITY | HALIFAX, NS CANADA

· Major: Computer Information Technology

MARKETING, GRADUATED | 09-2000 TO 08-2002 | INSTITUTE OF PUBLIC ADMINISTRATION | RIYADH, SAUDI ARABIA

· Major: Marketing Management