

# Ahmed Zarour

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## Professional Summary

Technology leader with 15+ years of experience in enterprise software engineering, DevOps, and digital product management. **Certified Microsoft Azure Developer Associate** and **Certified Kubernetes Application Developer (CKAD)** with strong expertise in Kubernetes, cloud-native applications, and high-scale financial systems processing hundreds of thousands of daily transactions. Skilled in designing secure, scalable, and resilient platforms for fintech, telecom, and enterprise sectors. Proven track record in API architecture, CI/CD automation, and leading cross-functional engineering teams to deliver mission-critical solutions.

## Core Technical Skills

**Programming & Frameworks:** C#, ASP.NET Core, PHP, Laravel

**Cloud & DevOps:** Microsoft Azure (Certified Associate), Docker, Kubernetes, Helm, Jenkins, CI/CD pipelines

**APIs & Integrations:** RESTful APIs, ERP/CRM integration, API governance

**Databases:** Oracle, SQL Server, MySQL

**Infrastructure & Systems:** Linux, Solaris, High Availability (HA), Disaster Recovery (DR)

**Tools & Platforms:** Git, Bitbucket, Jira, TFS

## Professional Experience

### Jawwal Pay – Palestine

**Head of Technical & Operations** | Jun 2022 – Present

- Directed all back-end infrastructure and Kubernetes-based deployments for fintech platforms.
- Built scalable wallet and eMoney systems integrating with banks, merchants, and telecom operators.
- Delivered secure high-performance APIs handling hundreds of thousands of daily financial transactions.

**Head of Product Management & Development** | May 2021 – Jun 2022

- Defined product roadmaps for Mastercard issuance and acquiring platforms.
- Led cross-functional teams to launch scalable fintech services with focus on security and compliance.
- Partnered with UX, engineering, and business units to ensure customer-centric product design.

### Jawwal (Telecom) – Palestine

**Head of Product Development & Innovation** | Jan 2019 – May 2021

- Spearheaded digital transformation initiatives including eSIM, IoT platforms, and customer self-care portals.
- Oversaw large-scale deployments with strict SLAs and high customer adoption.

**Technical Project Manager** | Jan 2016 – Sep 2017

- Managed the migration of legacy CRM and billing systems to modern architectures.
- Coordinated over 50 stakeholders across internal teams and vendors.

**Integration Section Head & Senior Engineer** | 2010 – 2017

- Designed and delivered enterprise APIs enabling real-time system integrations.
- Led engineering teams to ensure reliable telecom operations and billing accuracy.

## Education & Certifications

**M.Sc. Software Engineering**, Birzeit University – 2018

**B.Sc. Computer Engineering**, An-Najah National University

**Certified Kubernetes Application Developer (CKAD)**

**Microsoft Certified: Azure Developer Associate**