

Mahmoud Ali

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SUMMARY

Experienced IT professional with 16+ years in customer-facing roles, including solutions sales, channel sales, training, and consulting. Expertise in Cybersecurity, cloud infrastructure, CRM/ERP Systems and technical project management; driving digital transformation, and ROI optimization for businesses.

EXPERIENCE

Regional Strategic Partnerships Development Manager, 01/2024 - Current

Odoo - Dubai, United Arab Emirates

- Develop and execute long-term business strategies to drive companies growth, competitiveness, and profitability
- Covered Regions: GCC
- Conduct market research and analysis to identify emerging trends, growth opportunities, and areas for business expansion
- Lead strategic planning to set organizational objectives, resource allocation, and implementation of new initiatives
- Build cross-functional partnerships and manage teams to launch new projects, enter new markets, and attain strategic goals
- Measure performance metrics and analyze competitive landscape to adapt strategic plans based on changing business needs.
- Consulted users to determine areas in need of improvement.

Territory Account Manager, 08/2023 - 02/2024

Microsoft - Cairo, Egypt

- Covered Regions: Africa
- Build and maintain strong relationships with SMB customers
- Maximized assigned territory business growth through
- Recommended Cyber Security, Cloud Infrastructure and ERP/CRM products and services fit for clients' needs.

Senior SA Technical Consultant, 06/2022 - 08/2023

Microsoft - Cairo, Egypt

- Covered Regions: Africa and GCC
- Participate with the Sales Teams during Portfolio Optimization (Territory Planning)
- Created and maintained secure network plan, system and application components, minimising threats and risks.
- Designed data recovery processes for emergencies, data theft or system malfunctions.
- Communicated complex technical information in clear, easy-to-understand ways, aiding swift resolution of service user issues.

Subject Matter Expert - IT Operations, 04/2021 - 06/2022

Concentrix - Cairo, Egypt

- Covered Regions: EMEA and LATAM
- Diagnosed and resolved complex network problems.

SKILLS

• **Operating systems:**

- Linux - Admin
- MS Windows - Admin
- FREEBSD

• **Programming Languages:**

- Python - Intermediate
- JavaScript - Intermediate
- MySQL - Intermediate
- YAML - Intermediate

• **CRM & ERP Systems:**

- Microsoft Dynamics365 -Advanced
- Odoo -Advanced
- Dolibarr -Advanced

• **Cloud Platforms:**

- Microsoft Azure
- AWS
- OCI

• **CyberSecurity:**

- Security Policy and Compliance: ISO/IEC 27001 - SOC 2 - GDPR - CIS
- Threat Detection and Response
- Network Security
- Vulnerability Assessment and Penetration Testing

CERTIFICATIONS

- Oracle Cloud Infrastructure Certified Associate - Oracle
- Microsoft Azure Fundamentals - Microsoft
- AWS Solutions Architect - AWS
- CloudAtlas Application Modernization - UnifyCloud
- DevSecOps for Managers - The Linux Foundation
- Fortinet Certified Associate Cybersecurity - Fortinet
- Scanning Strategies and Best Practices - Qualys
- IBM Security Zero Trust - IBM
- CCNA - Cisco
- MCITP - Microsoft
- A+ - CompTIA
- N+ - CompTIA

EDUCATION

Bachelor : Computer Systems Engineering, 2013

Universidade de Franca - Franca, Brazil

- Managed network performance and implemented changes to improve efficiency.

Technical Operations Lead, 07/2019 - 06/2022

ASITS - Giza, Egypt

- Collaborate with Sales, Marketing, Business Development, and Solutions Development teams to align technical strategies with business goals, ensuring cohesive and innovative approaches across all functions
- Provide technical leadership and guidance, bridging communication gaps between different departments, standardizing technical processes, and fostering collaboration to enhance efficiency and effectiveness
- Worked with IT Projects team to verify IT security requirements for incoming systems or IT services.
- Used latest network data and industry advancements to maintain optimum security levels.
- Designed data recovery processes for emergencies, data theft or system malfunctions.

Subject Matter Expert - Operations, 12/2019 - 04/2021

Western Union - Sao Paulo, Brazil, Egypt

- Covered Regions: LATAM

ACCOMPLISHMENTS AND AWARDS

- Got recognized several times by Microsoft - Enterprise team on exceeding the team's sales target.
- Over achieved my target on every quarter.
- Participated in several Governments Digital transformation strategy, process and implementation.
- Participated in the migration of large banks to the cloud, ensuring best performance and implementing best security practices.
- Helped major companies enhancing their business through CRM/ERP applications.
- Experienced in various regions understanding the differences between business practices in GCC, AFRICA, MENA and LATAM.

Bachelor : Electrical Engineering, 01/2012
Higher Technological Institute - Cairo, Egypt

LANGUAGES

Arabic:  C2

Proficient

Portuguese:  C2

Proficient

English:  C2

Proficient

Spanish:  B1

Intermediate

LINKEDIN

[Https://linkedin.com/in/maae](https://linkedin.com/in/maae)