

MUHAMMAD AHMED

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Objective

Seasoned IT Professional with team leading & management capabilities. Lead teams in Solutions Architect, Applications Management & Service Operation roles with core emphasis on Information Security & Cloud Services. Hands-on functional & technical experience in consulting & implementing solutions based on Industry standard practices, design patterns & enterprise architecture models.

A result-oriented team leader in Enterprise Architect & Solution design where architecting, managing, supporting & maintaining operational excellence, applications security, system availability & solution delivery is in alignment to organization strategy, goals & objectives.

Summary

With 15+ years of total experience in various domains of IT i.e.: solution development, implementation, consulting & architecting IT & Applications platforms. Have gained experience while working for various sectors like Solution Providers, Smart Government, Smart City, E-Justice, Utilities, GIS, Stock & Brokerage industries. Favorite areas of work involve Enterprise & Solution architecture, Service Operations & Continual Service Improvement using ITIL & TOGAF framework.

Education

<i>December– 2020</i>	MSc. Business Computing, (IT Service & Cloud Management), Staffordshire University, U.K
<i>May, 2020</i>	Enterprise Architecture, St. Petersburg Polytechnic University
<i>January, 2019</i>	Virtual Reality University of London, U.K
<i>May – Oct., 2018</i>	Blockchain Specialization (4 Modules: Blockchain Basics, Smart Contracts, DApps & Blockchain Platforms) The State University of New York
<i>April, 2004</i>	Post Graduate in Computer Science & IT, NED University of Engineering and Technology. CGPA: 3.7 / 4.0

Certifications

I believe in researching & implementing solutions on latest technological trends by continuous learning & adapting new skills. To endorse my skills & expertise I have attained following industry standard certifications:

- ❖ AWS Certified Sys Ops Administrator.
- ❖ AWS Certified Cloud Practitioner.
- ❖ AWS Certified Solution Architect.
- ❖ Oracle Cloud Infrastructure Certified Architect.
- ❖ Oracle Cloud Infrastructure Certified Associate.
- ❖ Oracle Certified Application Server 10g Administrator
- ❖ Oracle Certified Database Administrator Associate
- ❖ BTA Certified Blockchain Solution Architect.
- ❖ IBM Design Thinking Practitioner
- ❖ Red Hat Certified System Admin-Linux
- ❖ Certified Jenkins Engineer
- ❖ TOGAF- Enterprise Architect
- ❖ CISSP – Official Training
- ❖ CompTIA Security+ Certified.
- ❖ Certified Ethical Hacker V 10
- ❖ API Certified API Designer
- ❖ API Certified Security Architect
- ❖ ITIL Foundation V3 Certified.
- ❖ Exin Certified Cloud Computing Foundation.
- ❖ Exin Certified ISO 20000 Foundation.
- ❖ Exin Certified ISO 27001 Foundation.
- ❖ Exin Certified Integrator – Secure Cloud Services.

Skills & Expertise

Enterprise Architecture	<ul style="list-style-type: none"> Design Enterprise Architecture Well versed in Business, Data, Application & Technology architecture phases. Provide roadmap, manage transition from Baseline to target Architecture. Well versed with ArchiMate for developing TOGAF Artifacts. Work in collaboration with organizational teams at all levels from business to technical architects, developers, infrastructure & database teams. Played key role in integration & roll out of some key government services.
AWS Cloud	<ul style="list-style-type: none"> Hands-On experience in using AWS services i.e. EC2, lambda, Autoscaling, S3, EBS, Glacier, Storage Gateway, RDS, VPC, VPN, Route53, Elastic Load Balancing, CloudWatch, CloudTrail, AWS Config, Trusted Advisor, Cloud Formation, IAM, SNS, Cost Explorer ArcGIS Enterprise Deployments on AWS using ArcGIS Cloud Builder. ArcGIS Enterprise Deployments using ESRI Cloud Formation templates. Managed map services using AWS Cloud store. Host static website on S3 and use lambda for server-less computing. Budgeting & cost controlling using AWS Services Familiarity with AWS Dynamo DB. Deep understanding of AWS Well Architected Framework.
GIS Products & Applications	<ul style="list-style-type: none"> Implemented ESRI solutions as ServerGIS, WebGIS & Data-Center Platform tier architectures deployment models. ESRI ArcGIS Server versions 9, 10, 10.1, 10.2, 10.3, 10.4, 10.5.1, 10.6.1, 10.7.1 ESRI Portal 10.5.1, 10.6.1, 10.7.1 ESRI Arc Catalogue & Arc Map desktop tools. Administer, Configure & Manage ArcGIS Server & Portal. Highly skilled in GIS Servers & Portal high availability, clustering, performance, and security.
Application Server & Middleware Platforms	<ul style="list-style-type: none"> Oracle Fusion Middleware 11g full stack Oracle Application Server 9i, 10g, 10gR2, 10gR3 Oracle SOA Suite 10g & 11g Oracle Collaboration Suite Oracle Internet Directory, Oracle SSO Oracle Weblogic 11g Server, Apache Tomcat Server Microsoft IIS Server 6, 7, 7.5, 8, 8.5 & 10. Expert in using IIS plugins like URL Rewrite, Advance Logging. <p>Strong concepts, understanding & practical experience in handling issues like high availability, active-active, active-passive, session replication, session sharing, sticky sessions, shared storage (SAN & NAS), Reverse Proxy, Load balancer configuration, Server access & permission issues. Strong experience in managing Application Servers for performance, security, availability, backup & restore, threats & vulnerabilities fixes, hardening & patching.</p>
Database	<ul style="list-style-type: none"> Oracle Database 9i, 10g, 11g, My SQL database Experience with install, configure & managing oracle database. Implemented Oracle database for high availability & replication. Knowledge of ER Diagrams, Schema Design & relational database designing.
DevOps & Software Development	<ul style="list-style-type: none"> Implemented CI/CD Pipeline. Have used TFS, GitHub & Git for SCM.

	<ul style="list-style-type: none"> ▪ Manage automated builds using Ant & Maven ▪ Manage Jenkins Server as Jenkins Administrator in DevOps. ▪ Hands on experience with Dockers & Kubernetes. ▪ Experience with Java & J2EE application development. ▪ Good knowledge of application design patterns. ▪ Apache Struts & Spring Framework. ▪ Object Relational Mapping tools: iBatis & Hibernate ▪ Familiarity with different phases of SDLC ▪ Act as advisory for Secure Coding practices, secure software development & OWASP top 10 vulnerabilities.
SSO & Directory	<ul style="list-style-type: none"> ▪ Implemented Single Sign-On solution using OID & Open LDAP with Active Directory integrations. ▪ Experience with two Implementations of Oracle Internet Directory in Active-Active, Active-Passive & Multi-Master Replication Topologies.
IDE	Oracle JDeveloper, Eclipse, SQL Developer, Crystal Reports.
ISO 27001 & ITSM Processes	<p>Best practices in implementing & guiding ITSM Processes:</p> <ul style="list-style-type: none"> ▪ Change Management ▪ Incident Management ▪ Problem Management ▪ Vulnerability Assessment & Application Security Testing ▪ Application & Servers hardening & patching. ▪ Business continuity process, responsibilities include preparing & maintaining applications & services on DR. ▪ Execution of Contingency, Failover, and High Availability tests for ISO 27001.
Operating Systems & Network	<ul style="list-style-type: none"> ▪ Experience with Windows, Linux & Ubuntu. ▪ Experience & good understanding of network architecture, design, firewall & load balancers. ▪ Able to co-relate network, development & database events during incidents & operational problems.
APM & Log Management	<p>Experience with configuring & managing application monitoring solutions for health checks, performance, capacity planning & incident resolution</p> <ol style="list-style-type: none"> 1. SolarWinds App Stack. 2. Dynatrace Application Performance Management 3. GeoCortex Insight for monitoring GIS Servers & Map Services. 4. Implemented ELK Stack for custom applications log management

Employment History

Solutions Architect & Operations Lead

Dubai Municipality, Government of Dubai.

Nov 2011 - Present

Dubai, United Arab Emirates.

- Develop architecture documents, business architecture models & EA artifacts.
- Understanding requirements of business units and provide solutions based on current available technologies & services. Manage & mentor team to perform service transition, change & release management, incident & problem management, monitoring & pro-active resolutions.
- Manage team to prepare development, staging & production environments, which include setting up & configuring OS, Servers, Application Servers & Web Servers, Custom & Commercial Applications, Database configuration following organization security policy & industry standard best practices.
- Architect, implement & manage full ESRI ArcGIS stack including ArcGIS Server, ArcGIS Portal, Datastore as high available environment using different deployment models
- Manage information & application security, deployments & maintenance, perform major & minor releases.
- Participate in meetings with business team & external users to understand their requirements & translate their requirements to technical specifications, architecting solutions and also convey business team & management for risks, hurdle & issues.
- Manage application release & deployments, design end-to-end implementation platforms including development, UAT & production environments.
- Monitor application, services, infrastructure & components using SolarWind & Dynatrace Solutions. Periodically report for usage & anomalies.
- Periodically perform patch management, vulnerability assessment, risk analysis, security assessment & server hardening in conformance to ISO 27001 standards & Dubai Government Information Security Regulation. Provide fixes & resolutions for improved security & efficiency while considering organization best practices & DM CERT recommendations.
- Actively participate in identifying incident, resolving bugs & service operational issues & documenting Root Cause Analysis. Following Problem management & Incident Management processes in compliance to ISO 20000 & ISO 27001.
- Develop & update business continuity and disaster recovery protocols.
- Perform preventive maintenance of backups, recovery procedure and enforcing security & integrity controls. Plan & perform periodic site, server & applications restore exercise to ensure healthy & valid backup and to minimize service outage & disruption in case of contingency or disaster.
- Prepare documentations in compliance to DMCERT & ISO 27001 and ensure its updated & effective for business continuity & organizational goals.
- Participate in operational readiness drills where we will manually turn down pieces of infrastructure to test overall platform resiliency to failures.

PROJECTS

Below projects mention my role in project, later these projects & servers are also managed by me in development, staging & production environment.

Project Name	Description
City Builder Initiative	This is Cadastral Data Integration service to be used by Dubai Land Department to automate & bestow land registration for citizens. My roles were to architect system based on integration feasibility depending on aligning technologies in participating entities.

Geo-Dubai 3D Project	As member of Geo-Dubai 3D Mapping Project, I was responsible to design & implement technical platform architecture for solution. Performance, caching & security were key challenges. This project will enable Government Entities & Emergency Services to use 3D Maps from web & mobile. https://gulfnews.com/uae/government/geo-dubai-street-mapping-car-to-do-3d-mapping-of-dubai-1.2289875
Smart Training Hub	Lead the project from concept to implementation. Introduced VR technology in department to provide engineering & GIS training using immersive & interaction-based experience. https://gulfnews.com/uae/government/dubai-municipality-launches-smart-training-hub-1.61003395
Dubai Spatial Data Infrastructure (SDI) https://www.dubaisdi.ae https://sdi.geodubai.ae	Designed system architecture and configured ArcGIS Portal, ArcGIS Server, DataStore Server on 6 VM Servers in a High Available WebGIS deployment model. Manage layered security. This is Spatial Directory for Dubai Government.
Dynatrace Implementation	Implemented Dynatrace Application Monitoring. Prepared & designed Management, Business & Operations Dashboards to identify Service & Business KPIs.
How You See Dubai in 2040 https://pln2040.gis.gov.ae	Designed & implemented HA architecture for this project with ArcGIS Portal & Map Servers distributed on 4 VM Servers. Dubai Planning department shall review planning designs submitted on portal by public for “Dubai in 2040”
GIS Applications Platform (ESRI Data Center Platform Deployment)	Proposed, designed, configured & implemented 3 Tier High Available, Clustered, and Scalable architecture for Application Systems in GIS Department for Development, Staging & Production environments. Involving Multiple ArcGIS Portal, ArcGIS Servers, Data Store Servers, IIS and Java Application Servers with end-to-end SSL.
Maskani.ae - Parcel Allocation System (IOS & Android App)	Mobile solution for allocating parcels released by MRHE. In this project I implemented full architecture of servers utilizing GIS Applications Platform.
Makani.ae Official Geo-Addressing https://www.makani.ae	The official geographic addressing system for Dubai, approved by H.H Ruler of Dubai
Al Gaffay Project	Integrated enterprise system for issuing NOC for services & infrastructure. Project is integrated between RTA, DEWA & DM.
Amakin CMA	Amakin CMA is an application to manage cadastral data through custom made tools performing business transactions of cadastral with complete history.
GIS Technology Upgrade	Upgrade of all GIS Applications and application servers along with IIS Server and Windows.
New Amakin Viewer	Amakin Viewer for centralized GIS specialized, for all Dubai Government Departments. My role involves managing its infrastructure & GIS Services on Amakin Viewer & supporting users for their technical or business queries.
Makani.ae for Mobile (IOS & Android App)	Publish the first release of Makani app on AppStore (iPhone) and Google PlayStore (Android).
Makani.ae Webservices	The Makani Web Services are developed to support the Makani Project which is intended to develop a Geo Addressing system in Dubai based on UAENG (MGRS) which will be available on Web Browsers and Native Apps
DM Zero Visit Project	Completing the PID Validation project, is part of the e-Services Project that is managed by ITD, via web service integration With GIS database.

Zoning Permit Proposal Application	Zoning Permit Proposal is an application to generate and print Proposal for Zoning Permit per Parcel, it allows users to Generate template-based proposal reports with map and attributes.
Application Performance Monitoring	I was Project Manager to implement Application Performance Management solution. Conducted POC, vendor management & recommended best fit solution for GIS Department.
ISO 27001 Implementation Team	Team member responsible for achieving ISO 27001 certification/compliance from LRQA

Systems Analyst & Oracle Middleware Technical Consultant

Emirates Computers, Oracle Advantage Partner Company.

July 2007 till Oct 2011

Dubai, United Arab Emirates.

I rendered my services in Professional Services Division, during my employment period I rendered services in different roles as

- Systems Analyst
- Oracle Middleware Administrator
- J2EE Development Lead.
- Administered multi-site web, application, middleware and other enterprise platform services as well as platform system installation, upgrades, and patching, system integrity, security, disaster recovery, and performance.
- Manage E-Justice project by performing System Analysis, System Development & Implementing Oracle Middleware. Meet with stake holders like Prosecutors, Judges & Notarization Unit to understand their requirements and provide solutions from E-Justice Portal.
- Manages the development of programs and scripts for automating system configurations and setting up application monitoring. Design, plan and implement software deployments, migrations and upgrades maximizing security, management, and application availability.
- Perform operational establishment and preventive maintenance tasks related to backup, recovery and enforcing security controls.
- Install, setup & manage databases. Plan & perform upgrade & apply patches while minimizing service outage and maintaining data availability.
- Monitoring of network & system security logs to identify anomalies.
- Routinely check for CVE- Common Vulnerabilities & Exposures. Plan & apply critical patch updates & be updated with Security alerts and advisories.
- Follow CIS- Center for Internet Security benchmarks for hardening systems including web server, middleware, database components in staging & production environment.
- Manage user access control on systems and resources to maintain confidentiality & integrity.
- Take part in conducting security assessments & security audits.

References: Team Members	References: Client Team
 Bechara bou Khalil (Professional Services Manager)	Muhammad Mubarak Saif Al Riyami (HOD)
 Fakhry Alam Siddiqui (Senior DBA)	 Dr. Prof. Mustafa Ismail Mahdy (HO IS Division)
 Farhan Rayani (J2EE Developer)	
 Muhammad Omar (J2EE Developer)	

Senior Technical Implementation Consultant

Knowledge Net Technologies, A brokerage solutions company with offices in Saudi Arab, Egypt, Qatar & UA.E.

Jan 2006 till June 2007

Dubai, United Arab Emirates.






- Analyze, test & implement stock brokerage solutions & products, in leading UAE banks, Brokerage houses & Stock Market in G.C.C.
- Design & maintain database architecture, table & corresponding structures.
- Manage preventive backups & system maintenance tasks before any minor or major release. Perform rollout & rollback activities in coordination with participating teams.
- Reports progress, project schedules & client satisfaction reports to Professional Services Manager.
- Coordinate with customer organization to comply our systems with internal & external security audits.
- Document operating procedures & security fixes for staging & production environment.
- Follow organization guidelines, policies & procedures.
- Develops and manages security for multiple IT functional areas (e.g., applications, systems, network and/or Web) across the enterprise.
- Provide ICT security guidance to IT teams on key IT development initiatives.
- Lead the investigation effort to determine the cause of security incidents, resolve the incidents, and propose enhancement to the ICT infrastructure and systems to close the security gaps.
- Act as first level support for technical incidents or product bugs reported by clients. Resolve or escalate to development team in Riyadh.
- Assisting in deploying and installing the applications according to the plan
- Manage product deployment & implementation in test environment.
- Perform functional testing & recommend for production environment.
- Manage Go-Live activities.
- Coordinate with product development team, database team, client infrastructure team and client business team.

PROJECTS

During my association with KN Technologies, I provided solution implementation & product support for the following clients in G.C.C

Dubai, U.A.E	AbuDhabi, U.A.E	Doha, Qatar
<ul style="list-style-type: none">• Mashreq Bank• Emirates Bank International• Emirates Islamic Bank• Naeem Holdings	<ul style="list-style-type: none">• Abu Dhabi Stock Market• Al Ansari Financials• Makaseb Financials	<ul style="list-style-type: none">• Gulf Investment Group

References: Team Members

 Mohamed Bakr (Professional Services Manager)
 Maher Mohammed (Support Consultant/BI Specialist)
 Salah Wahdan (Application Consultant)
 Waleed Osman (Helpdesk Manager)
 Bader Javaid (IT Manager – Naeem Holdings)

Developer & Portal Consultant



Axiom Computers, an Oracle partner solution company.



Dec 2003 till Dec 2005




Dubai, United Arab Emirates.

- Coordinating with clients to determine requirements & scope.
- Clarifying a client's system specifications, understanding their work practices and the nature of their business.
- Analyzing problems and making recommendations.
- Developing agreed solutions and implementing new systems.
- Preparing documentation and presenting progress reports to customers.
- Organizing train, the trainer training sessions.
- Implementation of Oracle Application Server & Portal.
- Manage the applications.
- Develop applications using J2EE Platform.

PROJECTS

Project	GSO E-Services Portal
Client	Gulf Standards Organization
Website	www.gso.org.sa
Role	J2EE Developer & Oracle Application Server Administrator
Location	Riyadh, Saudi Arabia.
References: Team Members	
	Mohammad Shahin (Project Manager)
	Yusuf Aaji (Java Architect)

Project	Tayseer Investment Portal
Client	Royal Commission For Jubail & Yanbu
Website	www.rcjy.gov.sa
Role	J2EE Developer & Oracle Application Server Administrator
Location	Yanbu, Saudi Arabia.
References: Team Members	
	Mohammad Shahin (Project Manager)
	Yusuf Aaji (Java Architect)

Project	Ministry of Justice Website
Client	Ministry of Justice Islamic & Social Affairs
Website	www.moj.gov.ae
Role	Web Developer & UI Designer
Location	Al-Ain, United Arab Emirates.
References: Team Members	
	Mohammad Shahin (Project Manager)
	Yusuf Aaji (Senior Developer)
	Mostafa Hashem (Business Analyst)

Personal Information

Name	Muhammad Ahmed
Position	Solution Architect & Operations Lead
Current Organization	<u>GIS Center, Dubai Municipality.</u> <i>Official GIS Center of Dubai Government serving 32 Government Departments & Semi-Government Entities</i>
Mobile No.	+971-50-3300657
Personal E-mail	contact@muhammadahmed.net
Official E-mail	maghulam@dm.gov.ae
Birth Date & Place	26-Sep-1981, Al-Ain, United Arab Emirates.
Marital Status	Married
Nationality	Pakistan
LinkedIn Profile	https://www.linkedin.com/in/muhammed/
My Website Build on AWS	www.muhammadahmed.net
Acclaim Badges	https://www.youracclaim.com/users/muhammad-ahmed/badges

Professional References

Anis Ahmed Agasimani Principal Database Architect Geo-Operations Section, GIS Dept. Dubai Municipality. Mob: +971-50-5857198	Yusuf Hussain Al Salman Head of Geo-Operations Section, GIS Dept. Dubai Municipality. ysalman@dm.gov.ae
Hind Rashid Al Balooshi Ex-Head of Development Unit, GIS Dept. Dubai Municipality. hralbalooshi@dm.gov.ae	Paramod Parambil (Team Member) Senior Application Architect, Geo-Operations Section, GIS Dept. Dubai Municipality. Mob: +971-50-4577152
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Mohammad Shahin Software Development Manager Intellisec - Egypt. Mob: +965-9343108 (Kuwait) Mob: +201-02763557 (Egypt)	Yusuf Aaji IT Solution Head Gulf Standard Organization - K.S.A. Mob: +96-65-61527193

Professional Affiliations

1. ISACA Member
2. Association of Enterprise Architects Member.
3. Active member of Hyperledger - UAE:
It is a common interest group dedicated to Blockchain research & development on Hyperledger Platform.