MAGED ZAMZAM

Principal Cloud Engineer | Senior Presales & Solutions Consultant

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PROFESSIONAL SUMMARY

Principal Cloud Engineer and Senior Presales Consultant with 15+ years of experience delivering end-to-end enterprise solutions across cloud infrastructure, solution architecture, and business applications modernization. Specialized in designing scalable, secure cloud environments (OCI, AWS, Azure), high-availability and disaster recovery strategies, and enterprise cloud migrations. Proven track record architecting CRM, ERP, low-code, middleware, and GenAI solutions that accelerate digital transformation. Trusted advisor to C-level executives across the UAE, KSA, Oman, and the wider GCC, generating over $10M in revenue through presales wins, solution innovation, and strategic technology consulting.

CORE COMPETENCIES

Cloud & Architecture: Oracle Cloud Infrastructure (OCI), AWS, Azure (IaaS/PaaS), Solution Architecture, Cloud Migration Planning, High Availability & Disaster Recovery, System Sizing & Cost Optimization

Presales & Consulting: Solution Consultancy, Fit-Gap Analysis, RFI/RFP/RFQ Responses, Proposals & SOWs, Effort Estimation, PoCs & Demonstrations, ROI/TCO Analysis, C-Level Engagement

Enterprise Applications: SAP HANA, S/4HANA, Solution Manager, CRM/ERP (Microsoft Dynamics, Oracle), Low-Code Platforms, Middleware Integration, GenAI Solutions, Data Analytics & Visualization

Programming: Java, Python, C#, SQL, ABAP, JSON, Scripting & Automation

Leadership: Product Management, Team Leadership, Partner & Vendor Management, Stakeholder Communication, Mentoring

PROFESSIONAL EXPERIENCE

Principal Account Cloud Engineer Jul 2025 – Present

Oracle — Dubai, UAE

- Engage strategic customers and build leadership relationships at multiple organizational levels, including C-level, to design and implement Oracle Cloud (OCI) solutions.
- Work directly with customers to gather requirements, develop cloud architectures, and translate business needs into deployable solutions, including hands-on code development and scripting.
- Support customers end-to-end from Proof of Concept (PoC) through production deployment via resource configuration, capacity planning, and customer education and training.
- Deliver highly customized demonstrations at customer meetings, conferences, and industry events, and create technical assets (white papers, solution code, blog posts, video demos) to accelerate adoption.
- Identify product gaps and enhancements, influencing engineering roadmaps to deliver customer-driven features.
- Serve as a leading contributor on technical cloud solutions and customer success, providing direction and mentoring to team members.

Senior Presales Consultant Jul 2024 – Jun 2025

ITWorx Gulf — Dubai, UAE

- Owned the end-to-end technical submission process: solution architecture design for complex enterprise applications, technical proposal writing and review, and effort estimation to optimize cost and delivery timelines.
- Conducted customer-facing demonstrations, Proofs of Concept, and prototypes to showcase solution capabilities and accelerate deal closure.
- Acted as Product Manager for an Enterprise GenAI solution — defined the product roadmap based on market trends and customer needs, and collaborated with R&D to prioritize development.
- Aligned with the partner ecosystem, including system integrators across Oman, KSA, Kuwait, and the UAE, ensuring seamless go-to-market execution.
- Delivered strategic presentations to internal board members (GTM strategy) and external C-level executives, driving sales and solution adoption.

Senior Solutions Architect — Presales, Business Applications Jan 2022 – Jun 2024

CNS – Computer Network Systems (System Integrator) — Dubai, UAE

- Built the Business Applications practice portfolio strategy and managed partnerships with strategic vendors including Microsoft, Oracle, SoftwareAG, Liferay, Nintex, and OutSystems.
- Advised customers on hosting business applications on Azure and AWS, architecting solutions to optimize application performance, scalability, and cost.
- Covered Oracle licensing and cloud data platform offerings, including DBCS, Exadata, and Analytics.
- Led technical and business discussions with CxOs, SVPs, VPs, and Directors through demos and presentations of the latest market solutions.
- Translated requirements into proposals and Statements of Work (SOWs), led RFI/RFQ/RFP technical responses, and identified growth through upselling and cross-selling to existing clients.

Senior Presales Lead & Implementation Advisor Sep 2018 – Jan 2022

Entomo (formerly KPISOFT) — Dubai, UAE

- Led all presales activities, building tailored demonstrations and use-case-driven scenarios, with financial justification through ROI and TCO analysis.
- Designed AI-driven performance and strategy management solutions, ensuring end-to-end delivery (analyze, design, implement, test, deploy) for enterprise clients.
- Closed multi-million-dollar opportunities with major UAE federal and local government entities, semi-government organisations and large enterprises across utilities, finance, tourism, rail and technology.
- Won the **Gold Stevie Award 2021** for "Most Valuable Technical Innovation in Response to COVID-19" for "Reaya" with a UAE federal ministry.
- Awarded the "Going Extra Mile" Employee Reward at KPISOFT Global; led and mentored a delivery team to ensure customer retention and product adoption.

SAP Technology Team Lead May 2014 – Sep 2018

Logical Applications for Business Solutions (SAP Gold Partner) — Cairo, Egypt

- Led technical presales including infrastructure sizing and cloud architecture to host SAP on AWS and Azure, with high-availability and disaster recovery design.
- Designed technical architectures and migration roadmaps for customers adopting the latest SAP technologies, including third-party integrations.
- Managed the technology support team against customer SLAs, and led enterprise projects to successful go-live across the MEA region as team lead and technology project manager.

Technology Solution Specialist Jan 2016 – Jan 2017

Microsoft — Cairo, Egypt

- Presented Microsoft Dynamics ERP and CRM to potential customers, building a healthy pipeline of qualified solution opportunities with partner and account teams.
- Managed 60+ SME customers in Saudi Arabia and closed **$1.5M** in revenue.

SAP Technical Consultant Jun 2011 – May 2014

Certified IT Consultants — Cairo, Egypt

- Delivered end-to-end SAP implementations for 8+ customers in Saudi Arabia and Egypt and supported 12+ existing customers.
- Developed enhancements, reports, Adobe Forms, and Smart Forms; implemented OpenText Document Archiving and workflow customization for process management.

EDUCATION

B.Sc. Computer Science and Engineering 2006 – 2011

German University in Cairo — Cairo, Egypt

- Published graduation project as a research paper: "Integrating Constraint-Based Technology with Multi-Touch Table," WLP 2010 — 24th Workshop on Constraint Logic Programming.

CERTIFICATIONS

- Oracle Cloud Infrastructure (OCI) Foundations Associate • AWS Cloud Practitioner Essentials • AWS Business Professional • Optimizely One Partner Sales
- SAP Certified HANA Support Associate (C_HANASUP_1) • SAP Access Control 10.0 (C_GRCAC_10) • SAP Afaria 7.0 Administration SP4 • SAP Archiving & Document Access Specialist (OpenText GmbH)

LANGUAGES: Arabic — Native • English — Fluent • German — Beginner