

BACHAR HAKAM

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PORTFOLIO CHATBOT

AWS CERTIFIED SOLUTIONS ARCHITECT

AWS COMMUNITY BUILDER | AWS CLOUD PROJECT

Partnering with Sales to Drive 6-Figure Account Growth | Designing, Architecting, & Implementing Enterprise Infrastructure Solutions

Multi-award-winning Technical Consultant, skilled in architecting & implementing infrastructure modernization solutions (cloud, storage, & virtualization) for enterprise clients in distributed environments. Developed expertise in AI/ML and Generative AI to help customers design and implement innovative AI solutions. A trusted technical advisor with expertise in understanding customers' specific value drivers and making recommendations on performance, cost, reliability, scalability, and AI-driven transformation.

CORE COMPETENCIES

AWS Cloud	Solution Design & Implementation	Project Team Building & Leadership
Customer Relationship Management	Presentation & Workshop Facilitation	Cost Reduction & Resource Optimization
Sales Partnership	Distributed Environments	Pre-Sales Process & Lead Generation
Solution Architecture	Technical Analysis & Reporting	Revenue Growth

TECHNICAL SKILLS

Cloud Solutions: AWS, Google Cloud Platform	Virtualization: VMware
Enterprise Storage/Converged/HCI: Hitachi Vantara & DELL EMC	Containers: Docker, Kubernetes, AWS ECS
AI: Amazon SageMaker, LangChain, TensorFlow, Keras	IaC: AWS CloudFormation, CDK
Coding/Scripting: Bash Shell Scripting; Python (Novice)	Networking: Routing, Switching
Version Control/CDE/IDE: Github, Codespace, Gitpod, VScode	Reporting: Salesforce Analytics, Power BI
Observability/Debugging: Honeycomb, AWS X-Ray	CICD: Github, CodeCommit, CodeBuild, Code Deploy

PROFESSIONAL EXPERIENCE

Self Employed | Dubai, UAE

2023 – present

With 17+ years of experience in IT infrastructure and customer service, specializing in Cloud architecture, I understand customer needs and provide solutions based on best practices. My goal is to help customers overcome challenges and achieve business objectives.

Solutions Architect

Google Cloud Optimization project:

- Assessed and evaluated the customer's Google Cloud environment, Identified bottlenecks and concerns about availability then recommended best practices for optimizing performance, reducing cost, and enhancing reliability.

Dell EMC Storage Recovery project:

- Analyzed and assessed a DU storage situation with limited information, and prepared initial configuration changes, a data recovery plan, and a hardware replacement strategy. Based on that I developed an action plan to resolve the issue and recover the data.

AWS Migration project:

- Evaluating, developing, and preparing to move AWS infrastructure to a new region within 10 weeks by reviewing existing cloud resources and services in accordance with future needs and putting forward potential strategies.

Hitachi Vantara | Dubai, UAE

2017 - 2023

Hired as Technical Consultant to oversee infrastructure modernization services. Also served as interim Service Account Manager to manage \$MM enterprise accounts and drive revenue growth by securing new opportunities.

Cloud Solution Architecture

Sales Partnership & Account Growth

Solution Implementation & Integration

Service Account Manager

- Boosted sales of products/services \$150K - \$600K per customer engagement by identifying opportunities for digital transformation, architecting and delivering cloud/data storage solutions tailored to customers' unique needs.
- Optimized enterprise storage systems through periodic health checks and analysis, saving 100's TB to 1.5 PB of space.
- Implemented a streamlined strategy to reduce SOW costs by 50% and to minimize redesign and reconfiguration of solution.
- Generated \$2MM+ through leading 7 PoC, 3 workshops, 8 technical performance reviews, & 12 partner enablement sessions.

Technical Consultant

- Led the design and deployment of advanced solution architectures for government entities and enterprises across various industries such as telecom, banking, aviation, and transportation addressing critical infrastructure challenges and improving service delivery.
- Consulted with accounts teams on all facets of the pre-sales cycle, including RFP, technical design, planning, and sizing.
- Optimized technical performance by leading infrastructure analysis and enhancing architecture/design of solutions.
- Managed KPIs with internal team and business partners; Led team to earn multiple awards for surpassing quarterly KPIs and annual award for ranking #1 on a global scale.

Dell EMC | Dubai, UAE

2009 - 2017

Joined as Associate charged with break/fix engineering; Earned promotion to manage relationships with enterprise customers through pre-sales, design/architecture, implementation, and support of cloud/object storage solution.

Solution Design/Architecture

Sales Partnership & Account Growth

Service Adoption & Optimization

Customer Engineer

- ▶ Played a key role in closing deals with customers by supporting the pre-sales team with RFP responses, technical design, and planning.
- ▶ Managed the full lifecycle of projects, including new Object Storage solutions' implementation and enterprise customers' migration while completing deliverables within strict time and budget constraints.
- ▶ Designed systems' Hardware & software components and optimized them to solve critical issues through technical analysis and troubleshooting.
- ▶ Led team members and regions to reach 100% of their goals by implementing a strategy focused on organization, planning, trends, and constant communication/follow-up to surpass KPIs.

Additional experience as a System Engineer at Zafa Limited, Riyadh, Saudi Arabia. (2006 – 2009)

PROJECTS

[AWS Cloud Project Bootcamp](#):

- ▶ This open-course community bootcamp involved building a micro-blogging application like Twitter, using **Python Flask**, **Javascript React**, **Docker**, and various **AWS services**. Overall, this project demonstrates an excellent understanding of various AWS services and their integration to build a fully functional micro-blogging application.
 - Created an AWS account and containerized the backend and frontend using Docker.
 - I set up a decentralized authentication system using AWS Cognito and integrated Honeycomb, Rollbar, and AWS XRay for distributed tracing and customized logging.
 - I provisioned RDS instances for Postgres and implemented DynamoDB with serverless caching.
 - I deployed containers, set up a custom domain, and developed serverless image processing using CDK.
 - I optimized the CodePipeline and developed an IaC CloudFormation template to transform and redeploy the networking stack, ECS cluster stack, Serverless, and Database stacks.

⇒ Other projects are available on my [DEV.to blog](#) & [GitHub](#)

EDUCATION

Bachelor of Science, Computer Science | American University of Technology (AUT)

COURSES & CERTIFICATIONS

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| 2024 Machine Learning Specialization <ul style="list-style-type: none">- Unsupervised Learning, Recommenders, Reinforcement Learning- Advanced Learning Algorithm- Supervised Machine Learning: Regression and Classification Introduction to AI in the Data Center - NVIDIA
Introduction to AI and Machine Learning on Google Cloud
Generative AI Fundamentals | 2022 AWS Certified Solutions Architect – Associate
AWS Partner: Cloud Economics Accreditation
AWS Learning: Block Storage
AWS Well-Architected Best Practices (Technical)
AWS Partner Advanced Migration to AWS |
| 2023 Generative AI with Large Language Models
AWS Certified Solutions Architect - Professional
Introduction to Generative AI
AWS Cloud Quest: Solutions Architect
Docker Fundamentals | 2021 Elastic Google Cloud Infrastructure: Scaling & Automation
Essential Google Cloud Infrastructure: Core Services |
| | 2020 Google Cloud Fundamentals: Core Infrastructure
Essential Google Cloud Infrastructure: Foundation
Getting Started with Google Kubernetes Engine |

LANGUAGES

- ▶ **Arabic** – Native
- ▶ **English** – Proficient