

Hadi W. Abu Al Taien

IT Infrastructure Team Lead | Cloud, Network & Security Operations

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PROFESSIONAL SUMMARY

IT Infrastructure Team Lead with over 15 years of experience managing enterprise IT systems, cloud environments, network infrastructure, and security operations across international offices. Currently lead global infrastructure for ~350 users across six offices, owning the annual IT budget, vendor management, and multi-jurisdiction regulatory compliance. Expert in AWS, Microsoft 365 and Entra ID, FortiGate and Palo Alto security platforms, and virtualization with VMware and Hyper-V. Proven record of delivering large-scale cloud migrations and consolidations, optimizing cloud and licensing costs, building IT teams, and enforcing ISO-aligned security standards. Skilled at leading technical teams, managing internal and external audits, and building roadmaps that align IT with business goals.

CORE SKILLS

Cloud (AWS): EC2, VPC, VPN, Auto Scaling, Security Groups, S3, IAM, IAM Identity Center (SSO), RDS & Aurora, Elastic Load Balancing, AppStream/WorkSpaces

Microsoft Cloud: Microsoft 365, Entra ID, Exchange Online, SharePoint, Teams, Intune, Conditional Access, Access Control, Microsoft Defender, licensing

Network Security: FortiGate (policies, SD-WAN, IPsec site-to-site & SSL VPN, interfaces, logging), Palo Alto SASE & ZTNA, Cloudflare (DNS, WAF, reverse proxy), EDR, next-generation firewalls, 1Password

Networking: VLANs, routing & switching, VPN, DNS, DHCP, switches, routers, LAN/WAN

Virtualization & Hardware: VMware ESXi, Hyper-V, Dell / HP / Lenovo / IBM servers, NAS & SAN storage

Backup, DR & BCP: Veeam, Acronis Cloud, Synology (L3 org-wide endpoint backup), GitHub backup, disaster-recovery testing, business continuity planning

Migrations: On-premises to cloud, email migration to Microsoft 365, server and data-center consolidation

Automation & Monitoring: PowerShell scripting, task automation, Zabbix, RMM, patch management

Platforms & Tools: Windows Server, Active Directory, 3CX PBX, Google Workspace, Jira, GoDaddy

Trading Infrastructure: MT4 / MT5 server-side support, access / main / bridge / proxy servers, backup, migration, and monitoring for trading environments

Governance & Leadership: IT budgeting & forecasting, procurement & vendor/ISP negotiation, multi-jurisdiction regulatory compliance (CySEC and others), ISO security standards, internal & external audits, SLA management, roadmap planning, team building & mentoring

AI Tools: Claude and Codex for automation, scripting, and documentation

WORK EXPERIENCE

Infrastructure Team Lead | INGOT Brokers | 07/2023 - Present

- Lead global IT infrastructure and security operations for ~350 users across six international offices, ensuring high availability, business continuity, and regulatory compliance.
- Built the IT function end to end - recruiting and interviewing across network security, infrastructure, and IT support - and mentor the team through coaching and hands-on technical leadership.
- Own the annual IT budget and forecasting; lead vendor and ISP negotiations and procurement, and optimize AWS and Microsoft 365 spend through right-sizing and licensing reviews to control costs.
- Led major migration and consolidation projects, including on-premises to cloud, email migrations to Microsoft 365, and server and data-center consolidation.
- Manage and optimize AWS infrastructure (EC2, VPC, S3, IAM, Auto Scaling, RDS/Aurora, load balancing, IAM Identity Center) for performance, security, and cost efficiency.
- Administer Microsoft 365 and Entra ID (Exchange, SharePoint, Teams, Intune, Conditional Access, Defender), enforcing identity, access control, and endpoint security policies.
- Operate and secure FortiGate firewalls (SD-WAN, IPsec/SSL VPN, site-to-site tunnels), Palo Alto SASE/ZTNA, and Cloudflare (DNS, WAF, proxy) across all offices.
- Designed an organization-wide L3 backup on Synology and built monitoring and alerting with Zabbix, Microsoft 365 alerting, and automated GitHub backups; automate routine administration with PowerShell.
- Own disaster-recovery testing and business continuity planning using Acronis and Veeam across hybrid environments.

- Led the design and deployment of new office infrastructure in Cyprus, including firewall configuration, VLAN setup, and full network implementation.
- Support the stability of MT4/MT5 trading environments on the server and firewall side, including backup, migration, and monitoring.
- Manage multi-jurisdiction IT compliance and internal/external audits across offices regulated by CySEC (Cyprus) and the FSA (Seychelles), plus operations in Jordan, Kenya, South Africa, and the UAE, aligned to ISO security standards and SLA-based service delivery.

System Engineer | IRIS Technology | 04/2022 - 04/2023

- Managed and optimized AWS cloud infrastructure for enterprise clients, delivering cost-efficient, SLA-compliant solutions for critical business applications.
- Implemented and maintained FortiGate firewalls and NAS storage to strengthen data security and reliability across client environments.
- Deployed and managed VMware ESXi and Hyper-V virtual machines, supporting scalable infrastructure for large user environments.
- Developed and executed backup and disaster-recovery plans, ensuring continuous data availability and eliminating data-loss incidents.
- Provided hands-on technical leadership to a team of 10 engineers, mentoring junior staff on system administration best practices.

Senior Network Administrator | Jamalon Co. | 07/2019 - 04/2022

- Managed AWS services (EC2, S3, VPC) to optimize cloud infrastructure.
- Led installation and configuration of Active Directory, DNS, DHCP, and VPN services.
- Administered 3CX PBX and Cisco phone systems for seamless communication.
- Monitored and secured network infrastructure including Sophos firewalls and Cisco switches.
- Maintained server backup systems to ensure data integrity and availability.

Senior IT & Network Administrator | Method Corp | 12/2015 - 06/2019

- Managed the ICT department, overseeing IT operations and systems.
- Developed IT processes, policies, and procedures to ensure compliance and operational efficiency.
- Led procurement from supplier identification to cost-effective delivery.
- Advised management on innovative IT solutions tailored to business needs.

Technical Support Roles | Smart Line Technologies, Elma Group, Pioneers Academy | 01/2010 - 12/2015

- Held progressive IT support roles troubleshooting hardware/software, assisting users, and supporting LAN/WAN environments - building the technical foundation for advanced system and network administration.

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA) - Routing and Switching
- Fortinet Network Security Expert (NSE) Level 3
- EC-Council Certified Ethical Hacker (CEH)
- Microsoft Certified IT Professional (MCITP)
- Cisco Express Foundation Field Specialist
- 3CX Intermediate & Basic Certified Engineer (v16)
- Veeam Sales Professional (VMSP) & Technical Sales Professional (VMTSP)
- Kaspersky Endpoint Security and Management

EDUCATION

Diploma, Network Engineering | Al-Balqa Applied University, Amman, Jordan | 2012

LANGUAGES

Arabic (Native) | English (Professional Working Proficiency)