Majed Alandajani

IT Manager | Microsoft 365, Security, Vendor Contracts and Business Systems

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PROFESSIONAL SUMMARY

Runs the entire IT function of a Saudi destination management company: the Microsoft 365 tenant, the device fleet, security and incident response, the internal business systems, and the vendor and subscription portfolio. Builds the systems rather than buying every one of them, which is why the internal request, finance, PMO and contract systems all run in-house. Computer Science graduate, King Abdulaziz University.

CORE SKILLS

- **Environment and identity:** Microsoft 365 administration, Entra ID, Exchange Online, SharePoint, Teams, Power Platform, device management, BitLocker with key escrow
- **Security and governance:** Incident response, digital forensics, Microsoft Purview, SPF/DKIM/DMARC, access control and item-level permissions, backup and handover procedures
- **Business systems:** SharePoint systems for finance, HR requests, PMO and interview booking; Power BI executive dashboards; Power Automate approval workflows
- **Vendors and cost:** Contract negotiation including commission terms, subscription portfolio management, IT procurement, Tourplan, Tap Payments, ZATCA e-invoicing, IATA

PROFESSIONAL EXPERIENCE

Fractional CTO and Technical Advisor (part-time)

LAMAS Management Consulting, Saudi Arabia | 2026 - Present

- Own the full Microsoft 365 environment: user provisioning, licence optimisation, security policies and mailbox governance
- Manage the subscription portfolio and keep each service accountable to its cost
- Manage the domain portfolio and DNS on Cloudflare, including SPF, DKIM and DMARC email authentication
- Provide technical advisory on tooling, vendor selection and the technology roadmap

Data Analyst, solutions architecture and AI automation in practice

ARA Travel, Jeddah, Saudi Arabia | Jun 2024 - Present

- Stood up Microsoft 365 from zero: Entra ID, Exchange, six SharePoint hubs, and device-based BitLocker with key escrow
- Runs the device fleet through Entra ID: clean provisioning, standard naming, BitLocker with the recovery key escrowed to the tenant, and a signed handover record for each machine
- Built the internal systems on SharePoint and the Power Platform: finance for expenses and subscriptions, HR requests with approvals, PMO, candidate interview booking, and a single source of company data the others read from
- Automated the internal workflows on Power Automate: an employee request system with one-click approvals inside Teams and item-level permissions, and a supplier and buyer mailer that picks the template by contact type and records each send so a contact is never emailed twice
- Architected the Contracts Hub with an active and expired metadata model, taking contract retrieval across the whole portfolio to under 30 seconds
- Led enterprise security hardening and incident-response readiness across the Microsoft 365 environment, and wrote a reusable investigation and remediation playbook
- Negotiated and manages the SaaS and supplier contract portfolio across booking, payments and distribution partners, including commission terms
- Owns IT procurement and the subscription portfolio, from laptops and meeting-room equipment to renewals, and reviews each service against what it actually returns
- Built Power BI executive dashboards and a finance tracking system spanning PMO, contracts and finance

Marketing Analyst, CRM architecture in practice

Najeeb Auto, Saudi Arabia | Jan 2024 - Jul 2024

- Designed a three-stage CRM transformation for a Suzuki dealership, moving the lead lifecycle from manual email forwarding to an automated pipeline with classification logic across six departments
- Spanned six departments, telesales, aftersales, test drive, marketing, fleet and call centre, each with a defined data contract and automated transitions

Earlier Experience

Event Operations and Systems Lead, Dakar Rally, NEOM Future, World Tourism Day, Noor Riyadh and SVC (2022-2023). E-commerce and Web Lead, Wethaq International Trade (2022). Freelance Web and Application Designer (2021).

SELECTED PROJECTS

Operations Automation, nine systems in production

Nine automations that run without supervision across email, WhatsApp, documents, reporting and portal data entry. Cadence runs from every ten minutes to weekly. Six need no server: they run on GitHub Actions and the Power Platform. Built with Python, Microsoft Graph, Power Automate, Claude, Twilio, Selenium and pdfplumber.

majedalandajani.com, bilingual portfolio and services platform (live)

A static bilingual site on Cloudflare Workers with a services store, a blog served from D1, a Hono API and an admin panel behind Cloudflare Access. Includes contracts with HMAC signatures and an append-only audit trail, instalment invoicing, an owned booking engine and a client portal.

EDUCATION

Bachelor of Computer Science, King Abdulaziz University

2021 | GPA 4.18 / 5.0

- First place, Graduation Project Competition
- Certificate of Excellence, 2020-2021 and 2021-2022

CERTIFICATIONS AND TRAINING

Google Data Analytics Certificate; SDA Data Analytics; Data Visualisation with Python; Pandas for Data Analysis; Data Science Foundations; Introduction to AI; Digital Forensics Investigation; Supervisor Essentials; English Language (80 hours).