

Majed Alandajani

Solutions Architect | Enterprise Cloud, Microsoft 365, Security and Vendor Management

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PROFESSIONAL SUMMARY

Solutions Architect and AI Automation Engineer with end-to-end ownership of the technology stack at ARA Travel, a Saudi Destination Management Company, as a one-person engineering team. Stood up the Microsoft 365 environment from scratch, integrated 21 external SaaS systems, negotiated the vendor portfolio, and led a full cybersecurity incident response. Computer Science graduate, King Abdulaziz University (GPA 4.18/5).

CORE SKILLS

- Microsoft 365 Admin, Entra ID, Exchange, SharePoint, Power Platform, Microsoft Purview
- Incident Response, Digital Forensics, SPF/DKIM/DMARC, Webhook Security, OAuth2 / Client Credentials
- Cloudflare, Render, Supabase, Sentry, FastAPI, Multi-tenant SaaS, Three-tier Design, PostgreSQL + RLS
- Vendor Management: Tourplan, HostConnect API, Tap Payments, Microsoft Graph, Twilio, Meta WhatsApp Business, Google Workspace

PROFESSIONAL EXPERIENCE

Fractional CTO and Technical Advisor (Part-time)

LAMAS Management Consulting, Saudi Arabia | 2026 - Present

- Own the full Microsoft 365 environment: user provisioning, license optimization, security policies, and mailbox governance
- Manage the domain portfolio and DNS configuration on Cloudflare, including SPF/DKIM/DMARC email authentication
- Provide strategic technical advisory on tooling, vendor selection, and technology roadmap decisions
- Manage the firm's subscription portfolio, making sure every service remains worth its cost
- Designed and deployed the corporate website (lamas.com.sa)

Solutions Architect and AI Automation Engineer

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

- Stood up Microsoft 365 from zero: Entra ID, Exchange, SharePoint hubs (PMO, HR, Finance, Sourcing, IT, Product Dev), device-based BitLocker with key escrow
- Architected the Contracts Hub with an active/expired metadata model, enabling sub-30-second contract retrieval across the entire portfolio
- Led enterprise security hardening and incident-response readiness across the Microsoft 365 environment, including a reusable investigation and remediation playbook
- Negotiated and managed a portfolio of SaaS and supplier contracts across the travel ecosystem, spanning booking, payments, and distribution partners
- Architected ARA Brain, a multi-agent AI travel platform now in production (60,000+ lines of Python and 21 integrated services)
- Built Power BI executive dashboards and finance/subscriptions tracking system spanning PMO, contracts, and finance domains
- Integrated WooCommerce + Travel Tour Booking + Tap Payments + Google Merchant Center auto-sync
- Designed a layered security model separating backend service credentials from client surfaces, with gated rollout

Data Analyst (CRM Architect in practice)

Najeeb Alissa Holding, Suzuki Auto, Saudi Arabia | 2024

- Designed a 3-stage CRM transformation for a Suzuki dealership, moving the lead lifecycle from manual email forwarding to an end-to-end automated lead pipeline with classification logic spanning six departments
- Spanned six departments (Telesales, Aftersales, Test Drive, Marketing, Fleet, Call Center), each with defined data contracts and automated transitions
- Architected an automated pipeline with a Hot/Warm/Cold/Lost classification algorithm (80-100% / 50-70% / 20-40% / 0-10% purchase probability)

Event Operations and Systems Lead

Dakar Rally, NEOM Future, World Tourism Day, Noor Riyadh, SVC | 2022 - 2023

- Built Google Sheets-based team management dashboards and survey systems that ran alongside live event coordination

E-commerce and Web Lead

Wethaq International Trade | 2022

- Built and ran the e-commerce stack, managed marketing department operations, designed marketing plans, trained and developed employees, and oversaw logistics operations

Freelance Web and App Designer

Independent | 2021

- HTML/CSS website design and application UI design for client projects

SELECTED PROJECTS

Etimad Tender Monitor (Live)

A serverless system that monitors Saudi Arabia's official tenders portal (tenders.etimad.sa), filters tourism-relevant tenders by category (1701, 1702, 1704), and emails the team weekly with new opportunities. Runs entirely on GitHub Actions with no infrastructure of its own, using headless Playwright automation and JSON state persistence with a stash/rebase Git workflow

EDUCATION

Bachelor of Computer Science, King Abdulaziz University, 2021

GPA 4.18 / 5.0 (Very Good)

- 1st Place, Graduation Project Competition (CarPark Application)
- Certificate of Excellence, Academic Year 2020-2021
- Certificate of Excellence, Academic Year 2021-2022

CERTIFICATIONS AND TRAINING

Google Data Analytics Certificate; SDA Data Analytics; Coursera: Data Visualization (Python); Coursera: Pandas for Data Analysis; Data Science Foundations; Introduction to AI; Digital Forensics Investigation; Develop Technical Skills; Supervisor Essentials; English Language (80 hrs)

VOLUNTEERING

- Volunteer, Ministry of Communications Digital Giving Initiative
- Volunteer, AlBer Society Jeddah