



# AL-RIDHAA KHAN

Head of IT & Operations | Senior Project Manager | Cloud & Infrastructure Leader | Enterprise Systems | AI Enablement

Cape Town, South Africa (willing to relocate)

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## PROFESSIONAL SUMMARY

*I help organisations transform technology into a measurable business advantage.*

Strategic IT, ICT and Cloud leader with 14+ years of experience and 8+ years in senior leadership roles, aligning enterprise technology, security, and operations with business outcomes. I bridge executive strategy with hands-on technical execution, modernising infrastructure, strengthening governance, and building high-performing teams that deliver reliably at scale.

Recognised senior project and transformation leader with a proven track record of delivering complex, multi-stakeholder initiatives on schedule and within budget, applying PMP-aligned governance alongside agile and hybrid delivery models to realise measurable strategic outcomes.

Experienced across EdTech, SaaS, property management, parking and access control infrastructure, healthcare, ISP, fintech, and enterprise services environments, with leadership over cloud architecture, DevOps, data engineering, cybersecurity governance, financial systems and reporting, ITSM excellence, enterprise AI enablement, and large-scale operational transformation.

## EXECUTIVE IMPACT & CAREER HIGHLIGHTS

- Managed R60m+ combined technology budgets across infrastructure and cloud
- Directed IT operations across 140+ sites and 5,000+ users
- Oversaw transactional and revenue systems processing R140m+ per month
- Reduced AWS spend from ~\$19,000/mo to ~\$11,000/mo through FinOps optimisation, workload rightsizing, and automation. Saved additional ZAR 700,000/yr by in-housing hosting
- Completed 11 AWS Well-Architected Reviews, averaging 95% compliance across all 6 pillars
- Designed centralised data architecture (Airbyte, Snowflake, DBT), reducing manual reporting by 60%

- Built and led cross-functional teams of 6–9 engineers plus external development partners, system integrators, and technology vendor ecosystems
- Appointed AI Ambassador, authored the organisation’s first Responsible AI Use, Ethics & Principles Policy and established AI governance controls aligned to POPIA/GDPR
- Implemented Terraform IaC, CI/CD pipelines, and containerised workloads
- Strengthened resilience via disaster recovery frameworks and governance controls

## PROFESSIONAL EXPERIENCE

### Valenture Institute

**IT Systems & Services Manager** | September 2022 – November 2025

- Led AWS architecture (EKS, RDS, serverless, Terraform) and platform modernisation
- Architected scalable AWS infrastructure supporting thousands of learners and internal users, ensuring high availability and operational resilience
- Completed 11 AWS Well-Architected Reviews across 16 standardised accounts, achieving an average 95% compliance score across all 6 pillars
- Directed ITSM strategy, change governance, disaster recovery, and operational excellence
- Designed and implemented a centralised data architecture using self-hosted Airbyte, Snowflake, and DBT, integrating Moodle, Salesforce, Xero, Intercom and Chargebee into a single source of truth, reducing manual reporting effort by 60% and enabling near real-time operational analytics
- Managed vendor relationships, software licensing, and cloud budgets
- Strengthened cybersecurity posture and compliance alignment
- Enabled enterprise AI governance and internal AI capability adoption
- Drove DevOps automation and CI/CD pipeline maturity
- Led enterprise project management migration from Asana to ClickUp for 130 staff, saving ~ZAR 140,000 over 2 years through contract negotiation and workflow redesign
- Implemented Intercom Fin AI agent as primary frontline support channel for ~4,800 learners, designing AI architecture, prompt engineering, escalation logic, and safeguarding controls.

## **Excellerate Services**

### **Head of IT (promoted from Infrastructure Engineer) | 2018 – 2022**

- Oversaw transactional and revenue systems processing R140m+ per month across national parking operations
- Designed and delivered the Smart Park BI platform, replacing manual spreadsheet-driven audit and revenue reconciliation workflows
- Led WAN migration of 184 sites from MTN MPLS to Vodacom infrastructure with minimal downtime
- Managed financial and operational reporting systems, ensuring revenue reconciliation accuracy and executive visibility
- Led SQL-based reporting and business intelligence solutions for operational decision-making
- Designed operational and executive reporting dashboards supporting financial decision-making and revenue reconciliation

## **Faircape**

### **Senior IT Manager | 2022 (Contract / Interim)**

- Oversaw enterprise, healthcare and ISP infrastructure reliability and upgrades
- Managed service delivery and performance optimisation

## **Earlier Career**

Built deep expertise in parking technology, payment systems, and enterprise infrastructure at HUB Parking Technology (2012–2017). Administered 37+ SQL Server databases, implemented Chip & Pin payment facilities at Cape Town International Airport, managed a 20+ server data centre, and served as Acting Regional Manager. This foundational experience directly informed the national parking technology and BI platform work later delivered at Excellerate

## EDUCATION & CERTIFICATIONS

- BSc in IT (Software Engineering) – Eduvos
- Executive MBA (Digital Transformation) – In Progress
- AWS Certified Solutions Architect – Associate
- Certificate in IT Management – UCT
- Certificate in Project Management – CPUT
- Full Stack AI Engineering (Ongoing at Zaio Institute of Technology)
- Project Management Certifications (PMP) (Ongoing with PMI)

## TECHNOLOGY STACK & PLATFORMS

### AI Enablement and Automation

Enterprise AI Adoption, Conversational AI Deployment, Workflow Automation, API Integrations, SaaS Integration Platforms (Zapier, Make), AI-assisted Business Process Optimisation

### Cloud Architecture and Infrastructure:

AWS, Azure, GCP, Kubernetes, Docker, LAMP Stack Administration, MERN Stack Builds and Administration, Terraform, Cloud Networking (VPC Design, Transit Gateways, Network Segmentation), High-Availability Architecture, Infrastructure Automation

### DevOps and Automation:

Terraform, GitHub Actions, GitLab CI/CD, CI/CD Pipeline Design, Infrastructure as Code (IaC), Deployment Automation, Containerised Workloads

### Security and Governance:

Security Governance, Identity & Access Management (IAM), Role-Based Access Control (RBAC), Entra ID, Intune, Least Privilege Access Models, Cloud Security Architecture, AWS GuardDuty, Web Application Firewall (WAF), CIS Hardened Infrastructure, Secure Baseline Configuration, Patch Management, Disaster Recovery Planning, Incident Response Coordination, Risk Management, ISO 27001 Alignment, NIST Cybersecurity Framework Awareness

### Enterprise Platforms and SaaS Ecosystems:

Microsoft 365, 1Password, Intercom, Salesforce, Webflow, Airtable, Asana, ClickUp, Monday.com, Zoho, Confluence, Jira Service Management, Jira Software, Jira Product Discovery, ConnectWise, NinjaOne, Datto, Chargebee, Cybersource, Paystack, GoDaddy, Mailgun, Slack, Zapier, Make.com, Miro, Sentry, Xero

## **Governance & Delivery Frameworks**

ITIL-aligned Service Management, Agile & Hybrid Delivery Models, PMP-aligned Project Governance, Change Management Governance

## **Networking and Connectivity:**

Enterprise Network Infrastructure, WAN Connectivity & Routing, MPLS Networks, VPN Architectures, SIP Trunking, VoIP Networking, QoS Optimisation for Voice Traffic, Large-Scale L2TP and PPTP Network Configurations, Cloud Networking Architecture

## **Data Engineering & Analytics:**

Airbyte Administration, Hightouch Tunnels and Endpoints, DBT, BigQuery, Snowflake, SQL, MySQL, Crystal Reports, SSRS, Looker, Power BI