

Hassan Alsallam

AI & Cybersecurity Solutions Engineer

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WORK EXPERIENCE

AI & Cybersecurity Solutions Engineer

TrendAI

01/2023 - Present

Riyadh, Saudi Arabia

Multinational cyber security and defense company

Achievements/Tasks

- Served as technical advisor and solution architect for enterprise customers, aligning AI-driven security and cloud protection portfolios with strategic cybersecurity goals.
- Collaborated cross-functionally with sales, partners, and customer success teams to accelerate adoption of AI security solutions and drive measurable risk-reduction outcomes.
- Conducted architecture reviews, AI threat assessments, and product demonstrations to validate solution design, model security, and compliance alignment.
- Influenced customer security strategies through consultative discussions on AI/ML threat exposure, Zero Trust, cloud posture management, and workload protection.
- Owned and drove proof-of-concepts (PoCs) and deployment readiness engagements that increased customer adoption and renewals.

Customer Service Manager

TrendAI

08/2018 - 12/2022

Riyadh, Saudi Arabia

Multinational cyber security and defense company

Achievements/Tasks

- Acted as trusted advisor to enterprise clients, ensuring successful deployment, adoption, and ongoing optimization of Trend Micro's security solutions across cloud, endpoint, and network layers.
- Drove customer success planning, operational health checks, and technical enablement sessions to increase platform consumption and ROI.
- Led and delivered Professional Services engagements, including hybrid cloud protection, user defense, and detection & response implementations.
- Managed escalations and coordinated with R&D, operations, and support teams to maintain customer satisfaction and service quality.
- Partnered with account teams to align renewal and expansion opportunities with technical value realization and customer maturity models.
- Partnered with SOC teams to optimize alert management, correlation rules, and incident workflows through SIEM/SOAR integrations and XDR telemetry.
- Translated technical capabilities into business value by mapping security initiatives to measurable outcomes such as reduced attack surface and compliance readiness.

CORE COMPETENCIES

AI & Cloud Security Architecture (Azure, AWS)

Zero Trust, Identity & Access Management

Kubernetes & Cloud-Native Security

Customer Success & Technical Enablement

CERTIFICATES

ISC²: CISSP, CCSP

Microsoft: Azure Security Engineer Associate, Azure Administrator Associate

AWS: Security Specialty, SysOps Administrator

Red Hat: RHCE, RHCSA, Specialist in Containers & Kubernetes, Specialist in OpenShift, RHCSA in OpenStack

Cloud Native: CKA, CKS, KCNA, Docker Certified Associate

Other: CompTIA Security+, CSA CCSK, Certified Customer Success Manager

EDUCATION

Computer Engineering

King Fahd University of Petroleum and Minerals

10/2010 - 01/2016

Dhahran, Saudi Arabia