



France



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## Education

Master Computer Science,  
major in Systems/Networks  
2004 - TELECOM Nancy, FR

## Skills

- Executive Reporting
- Roadmap & Strategy
- Customer Facing
- Sales Enablement
- Costs Management
- Metering & Billing
- Public Speaker
- Author, Technical Writer

## Programming

- Golang, Python, Bash, C

## Infrastructure

- Debian, Ubuntu
- Android (AOSP)
- Kubernetes
- KVM / libvirt
- OVHcloud, AWS, VMware

## Automation

- Ansible
- Terraform
- Helmfile

## Storage

- Ceph
- Swift, S3

## Databases

- MariaDB
- MongoDB
- PostgreSQL

# Benjamin ZORES

## Director, Cloud Engineering, Infra & Ops

*Creative and entrepreneurial networker, energetic, results-driven and self-reliant. Fast and analytical, I'm an Open Source and data sovereignty evangelist and specializes in technical services strategy and roadmap definition, consolidating partnerships and business alliances.*

## PROFESSIONAL EXPERIENCE

### Customer Success & Cloud Operations Director

Dalet | July 2021 – Current (4y)

- ✓ Responsible for PS delivery, 24x7 managed services support, and cash collection of 200+ platforms for 80+ Tier-1 Media & Broadcast customers, totalizing 6M\$ ARR.
- ✓ Managing a full-remote 15+ SREs, DevSecOps & FinOps team from 9 countries.
- ✓ Executive reporting and product-readiness consolidation.
- ✓ Direct customer-facing experience from pre-sales RFP to post-delivery stages.
- ✓ Responsible for SLAs, usages metering & billing and partners on-boarding.
- ✓ Leading team toward platform-agnostic delivery automation, monitoring & observability (LGTM), hardware/software tuning and right-sizing, and security hardening for Cloud and On-Premises systems.
- ✓ Engineering of internal automation tools, virtualization and SDN systems.

### Cloud Infrastructure Engineering & Operations Director

ALE International | 2017 - July 2021 (5y)

- ✓ Design & operational maintenance of large-scale multi-tenant UCaaS platform (Rainbow, European MS Teams equivalent), sustaining 2M worldwide users.
- ✓ Managed 25 pers. engineering team and 15 pers. SRE team with 24x7 coverage.
- ✓ Responsible for ISO27001/17/19, HDS and HIPAA certification and compliance.
- ✓ Managed the critical architecture and infrastructure optimization objectives across global datacenters on worldwide points of presence following SLA agreements.

### Cloud Ecosystem Engineering Director

ALE International | 2013 - 2016 (4y)

- ✓ Leading technical development of the Cloud Services BU, responding to EVP.
- ✓ R&D app development (server, web, mobile), 25+ people team management.
- ✓ P&L responsibility, managing direct Sales and Marketing relationship.

### Embedded Systems Multimedia Architect

Alcatel-Lucent Enterprise | 2006 – 2013 (7y)

- ✓ Design of Linux PBX & routers and Android enterprise-grade desktop phones.
- ✓ Management of transverse (HW/SW) architecture for various boards design.
- ✓ Focus on enhanced connectivity services and fast-path audio/video processing.
- ✓ Responsible for BSP integration with SoC vendors and kernel drivers development.
- ✓ FOSS licensing, integration and IP compliance.

### Embedded Systems Engineer

France Telecom | 2005 – 2006 (2y)

- ✓ DLNA media-sharing framework design for ISP STB appliance.
- ✓ TR-069 device management implementation behind residential gateways.

## OPEN-SOURCE

- ✓ **Kowabunga**: founder (2025) of hyper-converged (HCI) virtualization infrastructure and SDN stack for infra-as-code driven on-premises private cloud.
- ✓ **GeeXboX**: entrepreneurial and pro-active founder (2002), main developer and former leader of a team composed of worldwide contributors to embedded multimedia Linux HTPC distribution for audio/video streams playback
- ✓ **uShare**: Linux Foundation-funded UPnP/DLNA reference Media Server stack.
- ✓ Contributor to **FFmpeg** and maintainer for **MPlayer** projects.