

Alaa Chokr

IT Management & Operations Supervisor

Cloud • Microsoft 365 • ERP Systems • Infrastructure • Networking • Project Management • Support & Security

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PROFESSIONAL SUMMARY

IT Management & Operations Supervisor with 10+ years of experience managing enterprise systems, cloud solutions, ERP platforms, and network infrastructure across multi-branch environments. Skilled in digital transformation, systems optimization, cybersecurity, and project management. Proficient in Microsoft 365, VMware, Hyper-V, and Active Directory. Drive technology initiatives that enhance operational efficiency, security, and business continuity across all departments. Eager to contribute to Cloud Consultancy - CCDS's infrastructure team by leveraging technical skills and innovative solutions.

CORE SKILLS

Infrastructure & Systems: Servers • Virtualization (VMware, Hyper-V) • Active Directory • DNS • DHCP • SAN/NAS • Backup & DR Solutions

Cloud & Microsoft 365: Exchange Online • SharePoint • Teams • OneDrive • Azure AD • M365 Security • Cloud Migration • Hybrid Environment • Jira • Trello • ZOHO • Process Automation •

Networking & Security: Supervise, maintain secure IT networks including firewalls, VPN, VoIP, CCTV, and access control systems.

ERP & Applications: Microsoft Dynamics 365 / AX • Odoo • CRM • HR Modules • Workflow Optimization

Project & Operations Management: IT Operations Leadership • Vendor Management • Project Coordination • Documentation • Training • Budgeting

Creative & Multimedia: Adobe Photoshop • Adobe Premiere • Video Editing & Production • Motion Graphics • 3D Design (Blender, FreeCAD) • 3D Printing • Graphic Design • Content Creation

Web & eCommerce Development: WordPress • CMS • Website Hosting & Domain Management • HTML • C# / ASP.NET Basics • WooCommerce • Shopify • Salla • Magento • OpenCart

IT Frameworks & Analytics: ITIL, COBIT Governance, Power BI (Data Visualization & Dashboards), Aconex (Projects)

Microsoft, Data & Reporting Tools: **Microsoft Excel** (advanced formulas, conditional logic, lookup functions, data validation, filtering, data structuring, reporting, dashboards, and operational tracking), Word, PowerPoint, Outlook for reporting, documentation, presentations, and daily business operations

WORK EXPERIENCE

IT Supervisor

Cayan Group – Riyadh, Saudi Arabia & Dubai, UAE

Oct 2022 – Dec 2025

- Oversee enterprise-wide IT infrastructure Achieving 99% uptime and optimized system performance including servers, cloud systems, ERP platforms, firewalls, switches, and IP telephony to Secure stability, performance, and security.
- Lead implementation across 5+ departments and maintenance of **ERP systems (Microsoft Dynamics 365, Odoo, HR, CRM)** improving operational workflows data consistency and reducing manual processes by +80%.
- Manage **Microsoft 365 environment** (Exchange, Teams, OneDrive, SharePoint) including domain migration, user policies, and data protection controls.
- Provide direct hands-on technical support to end users, troubleshooting and resolving hardware, software, ERP, and Microsoft 365 issues to ensure smooth daily operations.
- Managed **on-premise & virtual servers** (Hyper-V, VMware), Active Directory, and storage systems, optimal uptime and backup
- Managed **IT asset** inventory, hardware records, licensing, lifecycle tracking to ensure accurate documentation and compliance.
- Administer **network and cybersecurity operations**, firewall rules, access control, and VPN connectivity.
- Direct **IT and digital transformation projects**, from planning and vendor coordination to execution and training delivery.
- Maintain company's **digital platforms and online presence** including hosting, domains, and social media systems.
- Develop **IT policies, standards, and procedures** to align infrastructure performance with business objectives.
- Provide hands-on support and end-user training on **ERP and Microsoft 365** platforms to enhance productivity.
- Collaborate with senior management on **project documentation, budgeting**, and continuous improvement initiatives.

IT Specialist

Cayan Group – Riyadh, Saudi Arabia

Sep 2020 – Oct 2022

- Administered enterprise IT systems, including servers, firewalls, VoIP, and storage solutions.
- Administered Microsoft 365 and ERP (Odoo, Dynamics 365) configurations to align with business needs.
- Implemented IT policies, access control, and security procedures to Maintain data integrity.
- Collaborated with different departments to provide technical training and continuous support.
- Assisted in documentation, system standardization, and user support for smooth daily operations.

IT Administrator

Cayan Group – Riyadh, Saudi Arabia

Oct 2012 – Sep 2020

Assisted IT management in deploying new systems and updating company applications. Performed scheduled network backups, monitored downtime communication, and provided support for web, email, and application servers. Delivered timely help desk service via email and phone to company users.

Sales Coordinator

Cayan Group – Riyadh, Saudi Arabia

Jun 2011 – Sep 2012

Administered the sales team by managing CRM data, coordinating clients and leads, scheduling meetings, and maintaining accurate records to enhance team performance and customer satisfaction.

Sales & Technical Assistant.

Commercial Centre – Riyadh, Saudi Arabia, May 2008 – Apr 2011

Key Achievements & Projects

Major Projects

- Group IT Infrastructure & Office Setup: Planned and implemented complete IT environments for new branches, including servers, networking, and communication systems.
- ERP Systems (Microsoft Dynamics AX, CRM 365, Odoo, Synergy): Managed implementation, customization, and integration of ERP platforms across departments.
- IT Projects for Branches & Smart Home Automation: Delivered multiple site setups and automation projects to enhance connectivity and efficiency.
- Digital Transformation Initiatives: Led modernization of legacy systems, introducing cloud-based collaboration tools and secure remote access.
- Business Opportunities & Tender Management: Managed preparation of IT proposals, documentation, and tender submissions for new business ventures.

Project Activities & Responsibilities

- Identified project requirements, defined scopes, and prepared budgets.
- Drafted contracts, technical documentation, and detailed project action plans.
- Monitored project timelines, tracked progress, and applied necessary adjustments.
- Coordinated with vendors to determine materials, tools, and equipment needs.
- Supervised on-site service providers Achieving quality and timely completion.
- Managed IT project planning, requirement gathering, testing, and quality assurance.

EDUCATION

Bachelor's Degree in Information and Communication Technology

Arab Open University – Riyadh, KSA

SEP 2007 - OCT 2012

LANGUAGES

Arabic (writing, reading and speaking)

English (writing, reading and speaking)

CERTIFICATIONS

- **Masterkey CRM** – System Management & Operations
- **English Language Certificate – Advanced Level** (*British Council*)