

ALAA CHOKR

IT Management & Operations Supervisor

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

PORTFOLIO

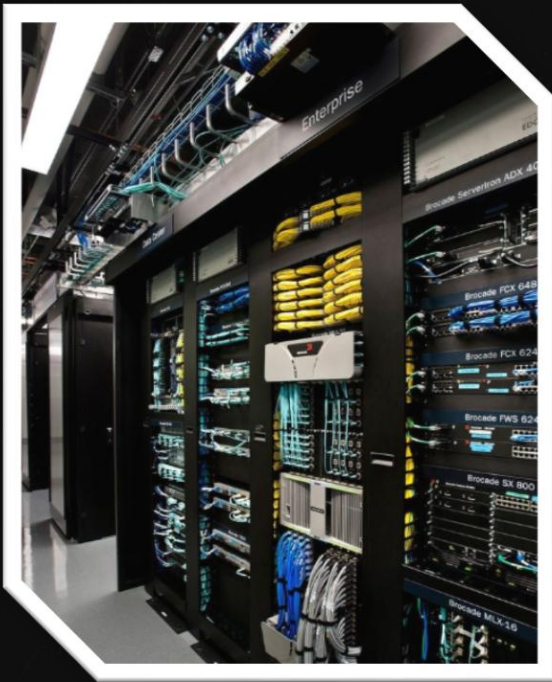
PROJECT — Corporate Offices IT Infrastructure Setup

Summary

A complete IT infrastructure setup for the company's new corporate offices, covering planning, installation, configuration, and full operational readiness.

Project Description

Handled the full cycle of establishing a modern IT environment for the offices, including network design, server deployment, security systems, connectivity, and user workspace setup. The work included coordinating with vendors and contractors, supervising on-site activities, ensuring proper system integration, and preparing the environment for daily operations.



Key Responsibilities

- Designed the IT infrastructure and prepared technical requirements.
- Coordinated with vendors and contractors for equipment and installation.
- Supervised deployment of servers, storage, firewalls, switches, APs, CCTV, and access control.
- Performed configuration, testing, and validation of all systems.

Prepared documentation and onboarded users to the new envi

Key Outcomes

- Delivered a complete, secure, and stable IT environment.
- Ensured smooth system integration with high availability.
- Improved office operations and collaboration across departments.

PROJECT — ERP / Systems Implementation & Digital Transformation

Summary

A full implementation and optimization of multiple enterprise systems, covering requirements gathering, vendor evaluation, system setup, testing, and go-live.

Project Description

Managed the full lifecycle of all enterprise systems (Dynamics 365 CRM/AX, Odoo, Synergy ERP, HR/Payroll).

The work included gathering business requirements, preparing workflows, evaluating vendors, reviewing proposals, and selecting the final solutions.

Handled system configuration, data migration, testing (UAT), user training, and post-go-live support to ensure stable operations and continuous improvements.



Key Responsibilities

- Collected requirements and created streamlined business workflows.
- Evaluated vendors and reviewed RFPs and system proposals.
- Managed configuration, data import/export, and system setup.
- Coordinated integration across Sales, HR, Finance, and Projects.
- Delivered UAT, training sessions, and go-live support.

Key Outcomes

- Delivered a complete, secure, and stable IT environment.
- Ensured smooth system integration with high availability.
- Improved office operations and collaboration across departments.

PROJECT — IT Technical Review & Requirements Evaluation (Multiple Projects Including Hilton NEOM NC1 & NC2)

Summary

IT requirements review and evaluation performed across several company projects, including Hilton NEOM NC1 & NC2, focusing on verifying all IT items, comparing prices, and preparing internal assessment reports.

Project Description

Handled the technical review of IT requirements for multiple projects, including Hilton NEOM NC1 & NC2.

This included studying all IT items (computers, systems, servers, and user requirements), checking market pricing, and comparing them with contractor and client proposals.

Conducted meetings with all involved parties to confirm technical details and ensure the accuracy of the submitted IT scope.

Prepared internal reports with findings, price comparisons, recommendations, and notes on budget impact.



Key Responsibilities

- Reviewed full IT items list: devices, systems, servers, licensing, and user requirements.
- Studied market prices and compared them with contractor and client quotations.
- Analyzed server specifications and evaluated possible alternatives.
- Coordinated meetings with stakeholders to clarify and validate technical items.
- Delivered comparison reports and recommendations to management.
- Highlighted cost risks and budget alignment.

Key Outcomes

Provided clear technical and financial assessments for several IT-related projects, including Hilton NEOM NC1 & NC2, supporting accurate internal decision-making.

PROJECT — IT Technical Review & Requirements Evaluation (Multiple Projects Including Hilton NEOM NC1 & NC2)

Summary

IT requirements review and evaluation performed across several company projects, including Hilton NEOM NC1 & NC2, focusing on verifying all IT items, comparing prices, and preparing internal assessment reports.

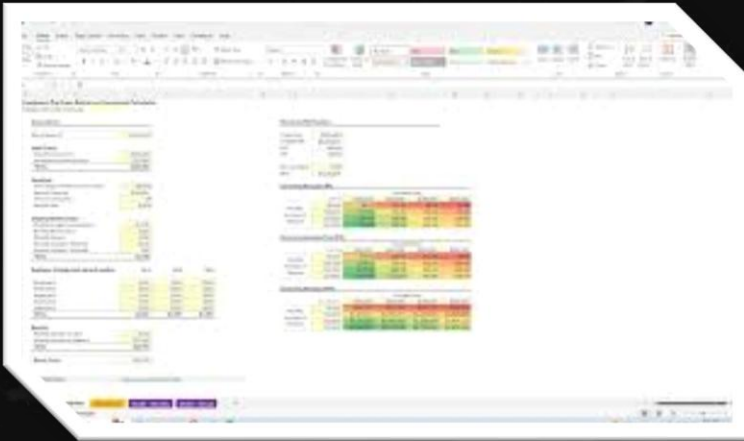
Project Description

Handled the technical review of IT requirements for multiple projects, including Hilton NEOM NC1 & NC2.

This included studying all IT items (computers, systems, servers, and user requirements), checking market pricing, and comparing them with contractor and client proposals.

Conducted meetings with all involved parties to confirm technical details and ensure the accuracy of the submitted IT scope.

Prepared internal reports with findings, price comparisons, recommendations, and notes on budget impact.



Key Responsibilities

- Reviewed full IT items list: devices, systems, servers, licensing, and user requirements.
- Studied market prices and compared them with contractor and client quotations.
- Analyzed server specifications and evaluated possible alternatives.
- Coordinated meetings with stakeholders to clarify and validate technical items.
- Delivered comparison reports and recommendations to management.
- Highlighted cost risks and budget alignment.

Key Outcomes

Provided clear technical and financial assessments for several IT-related projects, including Hilton NEOM NC1 & NC2, supporting accurate internal decision-making.

PROJECT — Real Estate Digital Platform (Property Listings, Filters, 360 Tours & Interactive Plot Mapping)

Summary

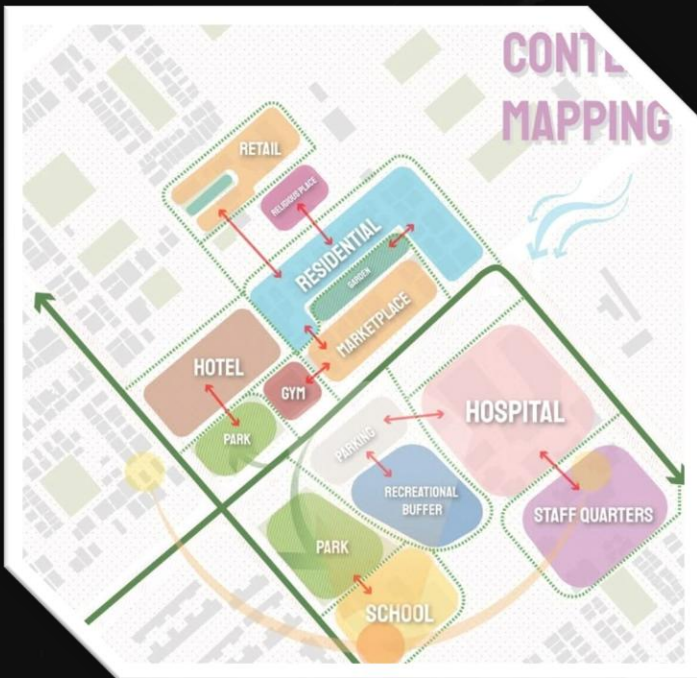
A complete digital platform for a real estate brokerage company, including property listings, search filters, 360° virtual tours, and interactive plot mapping.

Project Description

Developed and organized a full real estate platform that displays company information and all available properties.

The platform includes a structured listing system with filters (type, sale/rent, location, size, price), detailed property pages, 360° virtual tours for selected units, and an interactive plot map for land selection.

All inquiries are routed directly to the company's CRM for follow-up.



Key Responsibilities

- Built and structured platform layout and property sections.
- Set up filtering, navigation, and property detail pages.
- Integrated 360° virtual tours and interactive plot mapping.
- Organized property data, testing, and content validation.
- Connected the platform with CRM for automated lead capture.

Key Outcomes

- Professional and user-friendly real estate platform.
- Increased engagement through 360° tours and interactive tools.
- Improved lead management and sales coordination.

ROJECT — Data Center Concept Study (Preliminary Phase)

Summary

Participated in the early planning and feasibility discussions for a potential Data Center development before the project was paused.

Project Description

Reviewed the initial concept with management, studied the site requirements, and evaluated key elements such as power capacity (MW), scalability, and infrastructure needs.

Held meetings with landowners, development firms, and technical consultants to understand project potential and constraints.



Key Responsibilities

- Assessed high-level technical requirements and site conditions.
- Discussed power availability, scalability, and initial infrastructure needs.
- Coordinated meetings with stakeholders and documented findings.
- Provided management with initial insights and considerations.

Key Outcomes

Completed the concept and feasibility review phase; project was paused before implementation.