Alaa Chokor

IT Supervisor

Gender: male

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IT lead with over 9 years of experience and a passion for all things technology related, keep Trying to obtain a position in IT in a trustworthy and reputable organization, where I can increase my experience, practice my skills and broaden my horizons with the opportunity to utilize my current knowledge, in day-to-day work to achieve the organization's vision and mission.

Education

Arab Open University – Riyadh, KSA
Bachelor's Degree
in Information and Communication Technology
SEP 2007 - OCT 2012

Languages

Arabic   (writing, reading and speaking)
English (writing, reading and speaking)

Experience

OCT 2022 - PRESENT

Position Held: IT Supervisor
Cayan Group
Riyadh, KSA

ERP Systems:
Microsoft Dynamic CRM 365, Odoo 13, 15, Synergy ERP, HR and Payroll Systems and Microsoft Dynamic 2012.

- Initial meetings and documentation with senior management.
- Understanding current workflows and involving users who have the most intimate understanding, Research to select a system
- ERP vendor selection and evaluation, constructing an ERP project plan and analyzing the business processes for deploying and implementing.
- Manage the process of confirming the functionality of ERP during implementation. ensures that each module of the system is working as expected.
- Provide Training for current super/users and new users along upcoming periods and Document training materials in a proper manner.
- Manage sales Department: Leads Management, Workflow, unit management, import/Export Data, Marketing, and Business Department. Data, Marketing campaigns, Projects Live Cycle.

Networking:

- Managing IT Infrastructure (Servers (On-prim and Cloud), SAN Storage, Firewalls, Switches, CCTV, Access Controls, IP Phone systems, Endpoint Security, Backup, Office365)
- Perform network scheduled backups, communicate downtime, and Develop project plan
- Proactively monitoring network devices and servers to ensure that 24x7operations availability

- VoIP, Local Avaya IP office and SIP trunk Telephone, extensions, configuration, administration and giving support to the end users.
- Access control, fingerprint system management, CCTV and Access points

Servers and Collaboration Data Files Management:

- Servers Administrator: DHCP, Active Directory, Hyper-V and file sharing authorities.
- Migrated On prim physical servers to a virtual server in a hyper v cluster, and VMware.
- Configuration and management SAN server, SharePoint and cloud Dropbox for Collaboration Data Files.
- Manage roles and access authority for Collaboration Data Files management.

Office 365 Cloud:

- Create and migrate to new Domain to office365 servers, emails, teams, one drive …, and create and manage Mail Accounts to all user
- Devising strategies and implementing solutions to mitigate the risk of cyber-attacks, connect to 3rth part and create roles and filter the spam, fishing email and Quarantine Review.
- Backup and Secure Backup and Data for departed employees. emails and OneDrive.
- Administer users for cloud-based Office 365 platform, including SharePoint, OneDrive, Skype For Business, Exchange/Email platform administration, and creation of accounts for new employees, providing technical support to existing users of the system and deactivating usernames for departed employees.
- Reservation, Form Management, Teams, and Collaboration Groups for inside or outside users for projects.

IT consultation and providers Communication:

- Assist and manage the deployment of various IT systems as needed.
- Lead the implementation of the digital transformation project and major technology refresh projects
- Interfaced with Top Management for evolving strategic vision, driving change & infusing new ideas into practice and deploy new systems.
- Prepared IT policies and procedures by working closely with operations manager.
- · Handling Communication with providers and authorized person for telecommunications Companies

Training:

- Provide specialized application training to end-users to use the systems.
- ERP system, Office365 Cloud, Microsoft Office Knowlagent., Data File Management (Synology, Local Server, OneDrive, and Dropbox), Reservation System, Security Knowlagent and IT Policies and Procedures.

Keep going tasks:

- Installing, configuring, and maintaining desktop and laptop PCs and peripherals.
- Installing and configuring application and operating system software and upgrades.
- Troubleshooting and repairing hardware and network connectivity issues.
- Maintain all related utilities and Subscription Invoices.
- Maintain Company's computer equipment inventory and records of IT systems and devices.
- Assess source of computer problems (hardware, software, user access, etc.) and ensure that employees are aware of appropriate action and provide maximum security (physical and software security) as well as networking support.
- Responsible for diagnosing & resolving hardware, software, network & end user's problems.

Webhosting and domains:

- Manage Webhosting and domains Purchase new domains for the company and Connect domains with hosting and SSL security.
- Manage backup and monitoring.

SEP 2020 - OCT 2022

Position Held: IT Specialist

Cayan Group
Riyadh, KSA

- ERP Systems: Initial meetings and documentation with senior management.
- Understanding current workflows
- Managing IT Infrastructure, SAN Storage, Firewalls, Switches, CCTV, Access, IP Phone systems.
- VoIP, Local Avaya IP office and SIP trunk Telephone, configuration, administration and support.
- Create and migrate to new Domain to office365 servers, emails, teams, one drive …, and create and manage Mail Accounts to all user
- Reservation, Form Management, Teams, and Collaboration Groups for inside or outside users
- Prepared IT policies and procedures by working closely with operations manager.
- Handling Communication with providers and Provide specialized application training to users use
- Installing, configuring, and maintaining desktop and laptop PCs and peripherals.
- Maintain all related utilities and Subscription Invoices, Maintain Company's computer inventory
- Responsible for diagnosing & resolving hardware, software, network & end user's problems.

SEP 2012 - OCT 2020

Position Held: IT Administrator

Cayan Group
Riyadh, KSA

- Assist the IT management in deployment of various IT systems as needed.
- Deploy new or updated application software onto all Company's systems.
- Perform network scheduled backups and communicate downtime.
- Communicate downtime to Company's users and support (Web, Application, Email, etc.) servers.
- Provide help desk support to all users by answering emails or phone calls on a timely basis.

MAY 2011 - SEP 2012

Position Held: Sales Coordinator

Cayan Group
Riyadh, KSA

- Assistant to the sales team and responsible for the administrative work of the sales team in the Company.
- Handled inquiries by staying up-to-date on market and industry trends and finding unique solutions to issues.
- Kept detailed records of sales and customer information in CRM software, updating database regularly to maintain top-notch service.
- Set up appointments with potential and current customers to promote new products and services.
- Trained new sales employees on processes and closely monitored work to optimize productivity.
- Managing clients and Leads data and distributing tasks among the sales team

MAR 2008 - APR 2011

Support and Maintenance.

Commercial Centre
Riyadh, KSA

- Sales and maintenance in commercial center.
- Handled calls to address customer inquiries and concerns.
- Worked with customers to understand needs and provide services.
- Participated in continuous improvement by generating suggestions and engaging in problem-solving activities.

Skills

- Computer Skills MS Office, databases, web, enterprise systems. Social Media, listening and marketing companies
- Written communication, Product knowledge, Leadership, Project planning, Scheduling, management and Budgeting
- Email. Filters, folders, mail merge, rules.
- Graphical. Photoshop, premiere.
- website designing, WordPress, Content Management Systems (CMS), website hosting and emails.
- Programming. Knowlagent C#, HTML, ASP.NET
- Enterprise Systems. Payment Processing, Automated Billing Systems, Customer Relationship Management, Business Continuity Planning, Enterprise Resource Planning
- Troubleshooting. system knowledge, analytical skills, testing, problem-solving, collaboration, and communication.
- Project Management Skills. Task management, prioritization, delegation, task separation, scheduling, risk management.
- Video Creation, framing, writing, editing, compressing, uploading, creating engagement.
- Cloud and Distributed Computing.
- Network and Information Security.
- Virtualization. VMware, Microsoft Hyper-V.
- eCommerce Platforms. Magento, PrestaShop, OpenCart, WooCommerce, Shopify and salla

Projects:

- Group's Office (IT Works)
- ERP Dynamic AX and CRM 365, Odoo and synergy.
- Project Manager, IT works for Branches and Home automation (Smart Home)
- Digital Transformation project

Activates:

- Identify project requirements and budgeting.
- contract and all the requirements
- Project action Plan.
- Monitoring phases and editing.
- Manage IT projects Planning, gathering, set requirements and testing.
- Budgeting and Coordination with several providores in the project.
- Determining materials, tools, and equipment needed
- Reviewed all project stages assuring adherence to the project plan.
- Work and Supervised providers at the site and ensured completion of all jobs on time.

References:

"" Available upon request""