

MOUSTAFA CHOURAIKI

Head of IT & Digital Infrastructure

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PROFESSIONAL SUMMARY

IT leader with 10+ years of experience across education and banking, managing infrastructure, systems, and enterprise environments. Strong background in IT operations, disaster recovery, automation, vendor management, and infrastructure modernization. Focused on building reliable, scalable environments and improving performance through practical engineering, Linux, and open-source technologies.

CORE EXPERTISE

- IT Infrastructure & Systems Management
- IT Operations & Service Delivery
- Team Leadership & Vendor Management
- Disaster Recovery & Business Continuity
- Cloud, Virtualization & Enterprise Platforms
- Monitoring, Automation & Operational Visibility
- Linux & Open-Source Technologies
- Security, Governance & Environment Reliability

SELECTED ACHIEVEMENTS

- Improved system and network performance by 70%
- Reduced operational costs by 30%
- Delivered 10+ IT projects including major infrastructure upgrades and migrations
- Managed a 10-member IT team
- Reduced incident resolution time by 60%
- Designed disaster recovery coverage for 30+ critical systems and servers

PROFESSIONAL EXPERIENCE

IT Manager

International School of Choueifat, UAE | Dec 2021 - Present

- Delivered 10+ IT projects including Cisco-to-Huawei migration and campus-wide Wi-Fi rollout
- Managed a 10-member IT team and improved productivity by 40%
- Reduced incident resolution time by 60%
- Improved system performance by 70% and reduced operational costs by 30%
- Designed and implemented disaster recovery strategy covering 30+ critical systems and servers
- Established governance practices with zero security incidents
- Managed in-house LMS, SIS, and CRM platforms within daily operations
- Implemented automation using Azure, scripting, and Linux-based environments

Digital Banking Officer

AM Bank, Beirut | Aug 2020 - Nov 2021

- Defined roadmaps for non-core systems and reduced costs by 20%
- Improved Level 1 support efficiency by 80% using PowerShell automation

Senior Infrastructure Engineer

AM Bank, Beirut | May 2014 - Aug 2020

- Implemented VMware ESXi virtualization across multiple locations
- Deployed Azure services and Veeam backup solutions
- Improved automation efficiency and supported secure infrastructure operations

Infrastructure Engineer

Soft Flow Company, Beirut | Jan 2012 - May 2014

- Delivered server migrations and upgrades for 20+ clients
- Migrated systems from IBM Domino Server to Microsoft Exchange Server
- Supported scalable IT solutions that increased contracts by 30%

TECHNICAL STACK

Cloud & Virtualization: Azure, AWS, VMware ESXi, Hyper-V, Proxmox

Systems: Windows Server, Linux (Ubuntu)

Monitoring & Tools: Zabbix, Grafana, LibreNMS, Nagios, Uptime Kuma

Networking & Security: Cisco, Huawei, LAN/WAN, VLANs, Firewalls, IDS/IPS

Automation: PowerShell, Python, REST APIs

Backup & Recovery: Veeam

Databases: MySQL, MariaDB, MS SQL

EDUCATION

Bachelor in Computer Engineering - CNAM, Beirut

CERTIFICATIONS

Microsoft Certified Professional, Windows Server 2012

CCNA Exploration

LANGUAGES

Arabic (Native) | English (C1) | French (Intermediate)