

CHARO AKOURY

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IT Systems Architect & Transformation Leader

B.Sc. Computer & Communications Engineering | Master of Leadership | NV1 Cleared

[Visit my website or scan the QR code for a more detailed version.](#)



Professional Summary

Hands-on IT leader with 10+ years' experience leading multi-site IT support teams and delivering enterprise end-user services and helpdesk operations. Proven expertise in Microsoft 365, Azure, Intune, Windows 11, Active Directory, ServiceNow, and Audio-Visual/Meeting Room support. Experienced in ITIL-aligned operations, process improvement, and coaching high-performing support teams in dynamic, fast-paced environments. Skilled at vendor governance, IT asset lifecycle management (build, deploy, EOL), automation, and digital transformation initiatives that drive efficiency and user satisfaction. I design and run IT systems that scale with your business.

Security Clearance

NV1 (Active) | WWCC | White Card SafeWork NSW |

Core Capabilities

- IT Infrastructure & Operations
- End-User Support (L1/L2) & Helpdesk Leadership
- Microsoft 365 Ecosystem (SharePoint, OneDrive, Teams, Intune, Azure)
- Cybersecurity (Essential 8, MFA, SSO)
- ERP, POS & Systems Integration (Dynamics 365, Shopify, MYOB)
- Cloud & Hybrid Environments
- Disaster Recovery & Business Continuity
- Vendor & SLA Management
- Multi-site & Multi-entity Environments
- IT Strategy, Roadmapping & Governance
- IT Asset & Lifecycle Management (Build, Deploy, EOL)
- Audio-Visual & Meeting Room Support
- ServiceNow Ticket Management & SLA Compliance
- Process Automation & AI Integration
- AI Implementation & Governance (Azure AI, Copilot)

Key Achievements

- Improved operational efficiency by 30% and reduced costs by 20% through Microsoft 365 migration and infrastructure modernisation
- Reduced resource usage by 40% across 150+ sites in education sector
- Led full cyber incident recovery with zero data loss after a crypto attack, restoring operations within 5 hours
- Delivered \$150K+ annual savings through system consolidation and IT strategy redesign
- Strengthened cybersecurity posture, reducing organisational risk by 50%
- Managed and optimised multi-vendor relationships including Telstra, Microsoft, and Apple
- Maintained 99.9% system uptime across multi-site IT support operations
- Implemented team coaching, helpdesk rostering, and On-Call schedules for high-performance support coverage
- Optimised ticketing systems (ServiceNow) to improve SLA compliance and problem resolution

Professional Experience

IT Manager Watkins Tapsell Solicitors & Barristers | Sep 2025 – Present

- Lead IT strategy, infrastructure, and operations to support business objectives
- Managed migration of 7+ core applications (Practice Management, Citrix → Microsoft stack)
- Delivered \$150K+ annual savings and implemented 3-year IT roadmap
- Oversaw compliance initiatives (ISO9001, AML/CTF, Essential 8)
- Optimized vendor service delivery by implementing monthly KPI reviews, resulting in a 20% improvement in MSP response times
- Audit MSP engineering work and SOWs to ensure technical accuracy, SLA compliance, and maximum value from purchased service hours.
- Vet and implement "best-of-breed" technology providers independently of MSP recommendations to optimize ROI and system performance.
- Chair regular security patching and roadmap meetings to align infrastructure with Essential 8 and ISO standards.
- Lead the migration from legacy Citrix to M365/Azure, including the governance and rollout of emerging AI tools.
- Act as the key technical advisor to the CIO and Partners, translating business goals into a 3-year IT roadmap.

IT Manager / Systems Architect (Construction Defence Project Management) PCB Group | 2021 – 2025

- **Worked within a family-run group of four companies**, delivering IT strategy and infrastructure across all entities (construction, retail, and project management)
- Architected a high-availability multi-site infrastructure (10+ sites), leading the migration from Procore and legacy File Servers to SharePoint Online to centralise project data
- Integrated Shopify, Lightspeed, and MYOB for real-time inventory and financial reconciliation
- Improved operational efficiency by 30% and implemented automation to streamline processes
- Developed IT policies, documentation, and staff training programs
- Managed vendors, contracts, and SLAs, ensuring performance and compliance
- Engineered a resilient multi-site infrastructure integrating Hyper-V virtualisation, cloud-based Disaster Recovery (DR), and enterprise-grade Access Control, Surveillance systems. and Audio-Visual systems
- Managed End-User Support for 100+ staff, including L1/L2 helpdesk, device deployments, and Microsoft 365 support
- Managed IT asset lifecycle including laptop inventory, build/deploy/EOL processes, and consumables

ICT Services Officer Sydney Catholic Schools Ltd | 2017 – 2020

- Led infrastructure upgrades and disaster recovery strategies across 150+ schools
- Achieved 99.9% system uptime and optimized server environments (worth \$300K+)
- Supported large-scale device deployments (Chromebooks, Apple devices)
- Provided Tier 3 technical escalation and hands-on infrastructure and user support across multiple sites, ensuring zero downtime for 1000+ users
- Administered Microsoft 365, Intune, Azure AD, Windows 11 endpoints, and Virtual Desktop Environments

Information Technology Consultant (Retail and MSP) Insight IT MSP & ANMARO IGA Group | 2015 – 2017

- Conducted infrastructure audits and implemented cloud migrations (G Suite → Microsoft 365)
- Led disaster recovery and cyber incident response, protecting 200+ users across 18+ sites
- Reduced operational costs by 20–30% through vendor consolidation
- Managed L1 and L2 helpdesk escalations supporting multiple clients
- Managed MSP Engineering Teams and IGA's own IT Teams
- Used **PowerShell** for automated environment scaling and managed **SQL Server** backends for retail POS systems. Delivered Tier 3 support across **VMware and Hyper-V** stacks to ensure 99.9% uptime for 18+ national sites

ICT Consultant & Support (Health and Education) MSHF Aged Care & Schools | 2009 – 2016

- Built and managed ICT infrastructure, fibre networks, and disaster recovery
- Developed websites and online platforms to enhance operations and digital presence
- Architected and managed full-stack virtual infrastructure, orchestrating a seamless VMware to Hyper-V migration

Technical Skills

- Cloud & Infrastructure: Microsoft 365, Windows 11, Azure, Intune, Entra ID, Virtual Desktop Environment, VMware, Hyper-V
- Cybersecurity: Essential 8, MFA, SSO, Fortinet, Sophos, Mimecast
- Systems & Integration: Dynamics 365, MYOB, Shopify, Lightspeed, Celigo, Zapier
- IT Operations: ServiceNow, Autotask, Atera, Veeam
- Programming / Automation: PowerShell, SQL, JavaScript, C++, Java
- Operating Systems: Windows Server, Linux, Unix, macOS
- Audio-Visual & Meeting Room Systems Support

Education

Master of Leadership – Deakin University

B.Sc. Computer & Communications Engineering

Certifications

ITIL Foundation v3 | CCNA v3 | VMware | Microsoft MCP | Dynamics 365 CRM | UNIX | Sophos

Clearances

NV1 (Active) | WWCC | White Card (SafeWork NSW)

In Progress

AI-900 Azure AI Fundamentals | MS-102 Microsoft 365 Administrator | TAE40122

Availability

1–2 weeks