

CHARO AKOURY

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SENIOR IT MANAGER | SYSTEMS ARCHITECT | NV1 CLEARED

Digital Transformation | Cloud Architecture & Modernisation | Hands-On Technical Leader

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

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PROFESSIONAL PROFILE

Senior, security-cleared IT leader with 15+ years of experience leading tech transformations, cutting operational costs, and architecting complex cloud and infrastructure systems in the Australian market. Bridges the gap between high-level board strategy and technical execution—setting vision and leading teams while maintaining the deep technical capability to build, secure, and optimize environments hands-on.

SECURITY CLEARANCE

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

CORE COMPETENCY PILLARS

- **IT Strategy & Governance:** IT Roadmaps, ISO 9001, AML/CTF, Essential 8 Alignment, Vendor SLAs, MSP Audit & Contract Management
- **Cloud & Systems Architecture:** Microsoft 365, Azure, Entra ID, Intune, Virtualization (Hyper-V / VMware), Hybrid Environments
- **Cybersecurity & Resilience:** Identity & Access Management (IAM), MFA, SSO, Disaster Recovery (Veeam), Crypto Incident Recovery
- **Modernisation & Automation:** AI Workflow Governance, ERP/POS/PMS Integrations (ActionStep, NetDocuments, Dynamics 365, Shopify, MYOB)

KEY IMPACT HIGHLIGHTS

- **Cyber Resilience:** Successfully executed a full cyber incident recovery with zero data loss following a crypto attack, fully restoring multi-entity operations within 5 hours.
- **Financial Impact:** Delivered \$150K+ in annual TCO savings through system consolidation, cloud migrations, and proactive vendor contract renegotiations.
- **Scale & Multi-Site Impact:** Managed and optimized ICT footprints across 150+ education sites, 18+ retail locations, healthcare facilities, construction projects, and legal operations.

PROFESSIONAL EXPERIENCE

Watkins Tapsell Solicitors and Barristers | Sep 2025 – Present

Information Technology Manager

Oversee all IT strategy, infrastructure, and core operations, executing a digital uplift from legacy architecture to cloud and AI applications while driving strict compliance and vendor governance.

- **Financial Impact:** Delivered \$60K in immediate annual savings, establishing a structured roadmap to achieve \$150K–\$300K in total savings over a 1–2-year period.
- **Core Application Migrations:** Managed the migration of 7+ core application stacks, including transition from legacy Citrix to M365/Azure, PMS (Open Practice to ActionStep), and DMS (Worldox to NetDocuments with SSO and Outlook integration).
- **Governance & Compliance:** Oversaw infrastructure alignment with ISO 9001, AML/CTF, and Essential 8 framework standards; chaired regular security patching and roadmap reviews.
- **MSP & Vendor Management:** Implemented monthly KPI reviews to audit MSP SOWs and engineering delivery, improving response times by 20% while independently selecting high-ROI technology providers.
- **Executive Advisory:** Acted as key technical advisor to the CEO and Managing Partners, guiding AI tool governance and staff training through change management initiatives.

Puch Construction, Charlies Interiors, Attunga KV (PCB Group) | July 2021 – Sep 2025

Systems Information Technology Manager

Managed end-to-end ICT strategy, multi-site infrastructure, and operations across four group companies, supporting 200+ users across 10+ sites in construction, retail, hospitality, and Defence-tendered projects.

- **Infrastructure Architecture:** Engineered multi-site hybrid networks integrating Hyper-V virtualisation, cloud-based DR, access control, surveillance, and specialized Starlink/5G deployments for remote Defence project sites.
- **Cloud & Workplace Transformation:** Spearheaded Google Workspace to Microsoft 365 migration (SharePoint, Teams, Intune), transitioning project files from legacy servers to centralize data access.
- **Systems Integration:** Integrated Shopify, Lightspeed POS, and MYOB for real-time inventory synchronization and automated financial reconciliation across multi-channel retail operations.
- **Cybersecurity & Compliance:** Enhanced security posture through MFA, Entra ID, enterprise password managers, and SignOnSite access control enforcement.
- **Operational Leadership:** Managed 10+ vendor relationships (Telstra, Microsoft, Apple), authored group-wide ICT policies, and delivered L1–L3 hands-on technical support across all entities.

Sydney Catholic Schools Ltd | July 2017 – July 2021

Information Support / Security Officer

Led ICT infrastructure, cybersecurity posture, and Tier 3 technical escalations across pilot school sites, maintaining enterprise-grade availability for over 1,000+ users.

- **Infrastructure Upgrades:** Pioneered \$300K+ server room, network, and Virtual Desktop Environment overhauls across pilot schools.
- **Disaster Recovery Standards:** Developed disaster recovery strategies and Veeam backup documentation that were adopted as operational standards across 150+ school sites.
- **Endpoint & Security Administration:** Administered M365, Intune, Azure AD, Active Directory, and Mosyle MDM for large-scale device deployments (Chromebooks, Apple, Windows 11 endpoints).

Insight IT MSP & Carlo's IGA Group | May 2015 – July 2018

Senior IT Engineer & Technical Account Manager (TAM) / Projects Lead

Directed internal IT staff and external MSP engineers to deliver high-availability IT operations, network security, and service delivery across corporate offices and 18+ retail stores across NSW.

- **Technical Account Leadership:** Acted as primary TAM liaison between executive leadership, business units, and external MSP engineers (InsightIT / ANMARO) to streamline service delivery.
- **High-Availability Environments:** Managed and maintained virtualized Hyper-V clusters running 24+ live-migrating virtual servers supporting core accounting, head office, and retail POS backends.
- **Resilience & Cloud Migrations:** Executed Google Workspace to M365 migration with zero downtime; built Veeam/Norton DR frameworks protecting 200+ users across 18+ national sites.

Maronite Sisters of the Holy Family (MSHF) | June 2008 – March 2016

Information Technology Manager (Health & Education)

Managed hands-on IT infrastructure, clinical systems, and school technology across two Aged Care facilities and a K-12 College.

- **Network & Cloud Architecture:** Executed site-to-site fiber optic link installations, full site wireless deployment, and hybrid migration to Microsoft 365.
- **Clinical & Operational Software:** Supported clinical care systems (Leecare Platinum6), workforce management systems (Humanforce/TimeTarget), and payroll (Sage Micropay).
- **Asset Protection:** Managed virtualized environments (Hyper-V / VMware) and server room security overhauls safeguarding \$300K+ in critical assets.

C-Comptech | Feb 2008 – Present

Principal IT Consultant & Transformation Specialist (Concurrent Advisory)

Delivered end-to-end technology consultancy, greenfield infrastructure builds, and advisory services for SMEs across healthcare, construction, legal, and educational sectors.

- **Greenfield Deliverables:** Designed and deployed complete IT/cloud infrastructure for two healthcare centers from concept to launch (incorporating GP, imaging, physiotherapy, and pharmacy platforms).
- **SMB Modernisation:** Built end-to-end IT, M365, network, and backup environments for early learning sites, conveyancing firms, quantity surveyors, and trade businesses.

TECHNICAL SKILLS

- **Cloud & Infrastructure:** Microsoft 365, Azure, Entra ID, Intune, Active Directory, Hyper-V, VMware, Virtual Desktop Environments, Windows 11
- **Cybersecurity & Compliance:** Essential 8, IAM, MFA, SSO, Fortinet, Sophos, Mimecast, ISO 9001, AML/CTF
- **Systems & Integrations:** Dynamics 365, UniFlow, NetDocuments, ActionStep, Shopify, Lightspeed, MYOB, Celigo, Zapier
- **IT Operations & Automation:** Service Desk Leadership, ServiceNow, Autotask, Atera, Veeam DR, PowerShell, SQL, Python

EDUCATION & CERTIFICATIONS

- **Master of Leadership** – Deakin University (2022 – 2024)
- **Bachelor of Science in Computer & Communications Engineering** – AUST (2001 – 2007)
- **Fundamentals of UNIX** – University of Technology, Sydney (2010 – 2011)
- **Security Clearances:** NV1 (National Security Clearance) | WWCC | SafeWork NSW White Card
- **Certifications:** ITIL v3 Foundation | Cisco CCNA | VMware VCAP 6.5 | Microsoft Certified: Dynamics 365 Fundamentals | Microsoft Certified MCP | Sophos Certified Sales Consultant
- **In Progress:** AB-731 AI Transformation Leader | MS-102 Microsoft 365 Administrator | PL-200 Power Platform Functional Consultant

AVAILABILITY

1–2 weeks