

HADI SAKR

IT Manager | Digital Transformation | Cybersecurity | Infrastructure & Enterprise Solutions

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PROFESSIONAL SUMMARY

IT and Technology Leader with 10+ years of experience managing enterprise infrastructure, cybersecurity, business applications, and technology operations across Lebanon, UAE, and Oman. Proven track record delivering secure, scalable, and business-focused IT solutions in multi-site environments. Experienced in leading technology initiatives, managing cross-functional teams, and supporting organizational growth through operational excellence and digital innovation. Strong technical expertise with business leadership and entrepreneurial experience.

CORE COMPETENCIES

- Digital Transformation
- Cybersecurity
- IT Infrastructure
- IT Operations
- Systems Administration
- Enterprise Solutions
- Business Continuity
- Process Improvement
- Project Delivery
- Artificial Intelligence

PROFESSIONAL EXPERIENCE

FOUNDER

El Gimnasio | Lebanon

Jan 2024 – Present

- Founded and managed a business, overseeing operations, technology, vendor management, and growth initiatives.
- Implemented digital marketing and performance tracking strategies to support customer acquisition and engagement.
- Led operational planning and continuous improvement activities.

IT & CALL CENTRE MANAGER

On The Wood | UAE & Oman

Nov 2016 – Oct 2023

- Directed IT infrastructure, cybersecurity, and technology operations supporting 150+ users across multiple locations in the UAE and Oman.
- Managed Windows/Linux servers, VPN connectivity, firewall configurations, CCTV systems, and network services.
- Led deployment and support of enterprise platforms including Squirrel POS, Avaya VoIP, and site-to-site VPN solutions.
- Maintained domain, email, web, and communication services supporting business operations.
- Supervised a 10-agent call centre, driving operational efficiency and service continuity.
- Coordinated with vendors and stakeholders to ensure reliable and secure technology services.

GIS ANALYST & SYSTEMS ADMINISTRATOR

NEEDS Consulting | Lebanon

Nov 2012 – Nov 2016

- Supported national infrastructure projects using ESRI GIS technologies for electric network modelling and asset management.
- Developed a VB.Net project-tracking application to improve project visibility and reporting.
- Administered Linux environments and Oracle/MySQL databases.
- Delivered networking, systems administration, and SAP BusinessObjects reporting support.
- Contributed to the digitization of Lebanon's electrical network infrastructure.

EDUCATION

- Master of Science (MSc) Computer Communications Engineering
American University of Science & Technology (AUST) | 2015

CERTIFICATIONS

- Python Essentials – Cisco (2024)
- Junior Cybersecurity Analyst – Cisco (2023)
- Artificial Intelligence – University of Oxford Saïd Business School (2019)
- SAP BusinessObjects BI – PROCONS (2014)
- CCNA Discovery (1–4) – Cisco (2010)

TECHNICAL SKILLS

- **Infrastructure & Systems:** Windows Administration, Linux (CentOS/RedHat), Network Administration, VPN Technologies, Firewalls, CCTV Systems
- **Cybersecurity:** Network Security, Access Control, Secure Connectivity, Security Best Practices
- **Enterprise Applications:** Squirrel POS, Avaya VoIP, Microsoft Dynamics, SAP BusinessObjects, SAP Lumira
- **Development & Databases:** Python, VB.Net, Oracle Database, MySQL
- **GIS & Analytics:** ESRI ArcGIS Suite, ArcMap, ArcSDE, Reporting & Data Analysis
- **Emerging Technologies:** Artificial Intelligence, Machine Learning, Digital Transformation Solutions

LANGUAGES

- Arabic — *Native*
- English — *Professional*