

Obai (O.B.) Sukar

Syrian-American | Bilingual (Arabic/English) | Award-winning IT Director & Systems Architect

Email: obai@obaisukar.com | Phone: +1 (810) 399-8713

Website: obaisukar.com/resume.html | LinkedIn: linkedin.com/in/obaisukar

Digital resume: www.obaisukar.com/resume.html

Professional Summary

IT Director and Systems Architect with 20+ years building ITIL-driven support, service desks, and monitored enterprise infrastructure. 99.8% uptime across 18+ sites. Vendor governance, SLA management, and incident/problem/change execution. Bilingual Arabic/English. Saudi and GCC experience.

Experience

IT Director & Systems Architect — Synergy Senior Management

Oct 2022–Present · Michigan, USA

- Led L1/L2/L3 Service Desk governance and ITIL processes (incident/problem/change/request).
- Standardized operations post-M&A across 18+ facilities with 99.8% uptime.
- Deployed RMM/PSA, monitoring thresholds, escalation playbooks, KPI reports.
- Identity and endpoint: [Microsoft 365](#), [Entra ID/Azure AD](#), [Intune](#), MFA/SSO; Zero Trust baselines.
- Compliance: HIPAA readiness; evidence packs, access reviews, change logs.

Independent IT Specialist & Consultant — Obai Sukar Consulting

2005–Present · UAE, KSA, Malaysia, Syria, USA

- Built networks, servers, VPN/VoIP, Wi-Fi, and ITSM workflows for multi-site orgs.
- Administered [Google Workspace](#), [Microsoft 365](#), [ServiceNow](#), [ManageEngine](#), [Remedy](#).
- Implemented monitoring, CMDB hygiene, service catalog, SLA dashboards, and self-service portals.
- Vendor governance: monthly SLA reviews, trend analysis, corrective action plans.
- Security: SPF/DKIM/DMARC, EDR, vulnerability management, backup/DR (3-2-1).

Finance & Operations Manager — Catalyst Diagnostic

2020–2022 · Michigan, USA

- Vendor coordination, SLA tracking, and audit support for medical operations.

IT Specialist — Comprehensive Lab Services, LLC

2014–2019 · Michigan, USA

- HIPAA-aligned digital workflows, asset inventory, monitoring rollout, SOPs.

Co-Founder & Technical Director — Radio Al-Kul

2012–2016 · Istanbul, Turkey / Inside Syria

- Built mobile FM units and covert studios, relocated to avoid detection and bombing.
- ~500K daily listeners; emergency broadcast protocols; secure comms.
- Coverage: [NPR](#), [Al Jazeera](#), [Medium/War is Boring](#), AFP (link pending).

Founder & Executive Producer — Karazah Channel

2016–Present · Michigan, USA

- Arabic preschool edutainment YouTube channel: 715K+ subscribers, 301M+ views.
- [Mohammed Bin Rashid Arabic Language Award \(2019\) — Governor of Dubai](#).

Education & Certifications

- [Los Angeles Recording School — Audio Production & Sound Design](#) · 2005
- Intermediate Institute of Printing & Publishing, Damascus · 1999
- ITIL knowledge applied; formal certification preferred by role.

Key Skills

ITIL Service Management: incident, problem, change, request; service catalog; CMDB.

ITSM/Ticketing: [ServiceNow](#), [ManageEngine](#), [Remedy](#).

Monitoring & Continuity: RMM/PSA tooling, event correlation, escalation paths, on-call runbooks.

Vendor Governance: SLA reporting, QBRs, corrective actions.

Cloud & Identity: [Microsoft 365](#), [Entra ID](#), [Google Workspace](#), [Intune](#).

Security & Compliance: HIPAA, Zero Trust, MFA/SSO, SPF/DKIM/DMARC, EDR, DR.

Languages: Arabic (fluent), English (fluent).

Awards & Recognition

- [Mohammed Bin Rashid Arabic Language Award \(2019\) — Governor of Dubai](#).
- [Student Academy Award, Silver — Cloud Kumo \(2016\)](#).
- Golden Award — Cairo International Children's Film Festival, Thread of Life (festival ref link pending).
- Media profiles: [Washington Post](#), [MLive](#), [Syria TV documentary](#).