

ANAS ALASSI

IT & SYSTEMS SPECIALIST

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PROFESSIONAL SUMMARY

IT & Systems Specialist with hands-on experience managing enterprise IT systems and business applications, including Microsoft Dynamics 365 Business Central, Google Workspace, Microsoft 365, and Zoho. Skilled in user and access administration, corporate email, websites, domains, hosting, DNS, and SaaS platforms, with a strong record in technical support, troubleshooting, and technical documentation. Focused on system reliability, service continuity, and digital operations, combining problem-solving with cross-team collaboration to deliver solutions that support business objectives.

CORE SKILLS

IT Operations & Support: Technical Support, End-User Support, Hardware & Software Troubleshooting, Incident Resolution, Service Continuity	Business Applications: Microsoft Dynamics 365 Business Central, Zoho CRM, Zoho Projects, SaaS Platforms, Application Support
User & Workplace Administration: Google Workspace, Microsoft 365, User Accounts, Access Permissions, Corporate Email Administration, Software Installation	Web & Digital Systems: Website Administration, Domain Management, Hosting, DNS Configuration
Business Data & Documentation: Data Validation, Data Cleansing, Operational Reporting, Technical Documentation, Process Improvement	Development Foundations: Swift, UIKit, Flutter, Xcode, Object-Oriented Programming (OOP)

PROFESSIONAL EXPERIENCE

IT Systems Specialist B&S Riyadh, Saudi Arabia	2025 – Present
- Manage and maintain IT systems and technology services, ensuring system reliability and operational continuity. - Administer Google Workspace and Zoho platforms, including user accounts, access permissions, and corporate email. - Develop, manage, and maintain corporate websites, and administer domains, hosting, DNS, and Grandstream IP telephony. - Provide technical support to end users and maintain technical documentation for IT systems and services. - Contribute to technology solutions, digital transformation initiatives, and process improvement.	
Operations & Technical Specialist Al-Babtain Food Company Riyadh, Saudi Arabia	2024 – 2025
- Managed Microsoft Dynamics 365 Business Central and produced operational reporting for data-driven decision-making. - Collected, validated, cleansed, and analyzed business data in support of accurate operational reporting. - Managed the corporate website, domains, hosting, corporate email, and user accounts. - Provided technical support and carried out preventive system maintenance. - Maintained IT documentation and contributed to the improvement of IT processes.	
Systems & Applications Specialist Technopack Amman, Jordan	2023 – 2024
- Configured, deployed, and maintained end-user computing environments. - Managed user accounts, software installation, and access provisioning. - Diagnosed and resolved hardware, software, and application issues. - Contributed to preventive maintenance, system monitoring, and technical documentation.	

EDUCATION

Bachelor's Degree in Computer Information Systems | Petra University | 2018 – 2022

CERTIFICATIONS

• iOS Development (Swift & UIKit) — HTU	• Flutter Development — The Hope
• Advanced Programming — Mix Generation Technology (MixGT)	• Data Entry & Management — Ministry of Health

LANGUAGES

Arabic: Native/Bilingual | English: Full Professional Proficiency