Mohammed FAID

System Administrator, Service Desk Analyst - bilingual

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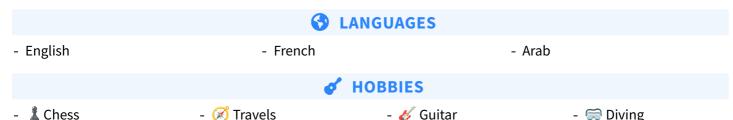
PROFIL

As an IT and technical support professional, I have extensive experience working with reputable companies including TELUS International, Comdata, Jumia and Dell. My expertise spans system administration, networking, IT security and virtualization. In addition, I have skills in digital marketing, which allows me to contribute strategically to organizations that are looking for a mix of technical skills and strategic capabilities. My fluency in Arabic, French and English further strengthens my skills in project management and customer service. Throughout my career, I have always demonstrated a remarkable ability to adapt quickly in dynamic environments.

PROFESSIONAL EXPERIENCE		
10/2023 – à ce jour	TELUS International, Service Desk Analyst	Casablanca, Morocco
06/2021 – 10/2023	Comdata, System Administrator	Casablanca, Morocco
05/2020 - 06/2021	MAJOREL, Digital Marketing Specialist	Mohammedia, Morocco
07/2013 - 04/2020	JUMIA, System Administrator	Casablanca, Morocco
08/2010 - 05/2013	Sitel, System Administrator	Casablanca, Morocco
11/2008 - 07/2010	DELL, Pro Support Engineer	Casablanca, Morocco
07/2007 – 10/2008	Total Call, Multimedia Advisor	Casablanca, Morocco
☎ EDUCATION		
2004 – 2007	Degree in Computer Engineering, IKTEC	Casablanca, Morocco

SKILLS

Problem Solving | Troubleshooting | Hardware | Mobile devices | Peripherals | Printer Management | RAID Controller | BIOS/UEFI Configuration | Administration | Windosw Server | GPO | WSUS | SCCM | WDS | AD (Active Directory) | Remote Desktop Services | User Management | Group Management | PowerShell | Réseaux | TCP/IP | DHCP | DNS | VPN | VLAN | S/FTP | NAT | VLANS | OSI | QoS | Teams | Network Protocols | Oracle | MS SQL Server | VoIP | Cisco Webex | Ms Office 360 | Ms Outlook | Cloud Computing | Azure | VMware | vSphere | IaaS | CaaS | PaaS | SaaS | Hyper-V | KVM | Docker | SLA | Jira | Confluence | ServiceNow | Salesforce | CRMs | ERPs | Adaptability | Continuous Learning | Team collaboration | Communication | Empathy | Attention to detail | Stress Management | Leadership | Organization | Decision making | Critical thinking | Customer Service | Conflict Resolution | Teamwork | Time Management



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Google IT Support Certificate, Google 🤗
Google Project Management Certificate, Google 🤌
Google Data Analytics Professional Certificate, Google &
VMware Skyline Advisor Pro Technologist: Intermediate, VMware
VMware Cloud and Virtualization Concepts, VMware {\mathscr P}
VMware Software Defined Storage Concepts, VMware O
VMware Network Virtualization Concepts, VMware
Oracle Cloud Infrastructure 2022 Certified Foundations Associate [1Z0-1085-22], Oracle @
Oracle Cloud Data Management 2022 Foundations Certified Associate [1z0-1105-22], Oracle 🔗
       Fundamentals of Predictive Project Management, PMI
PMI
PMI
       Fundamentals of Agile Project Management, PMI @
Intel® Technical Pro - Multi-Cloud Strategies, Intel® &
Intel® Technical Pro - Cloud DevOps, Intel® 🤌
Intel® Technical Pro - Cloud Security, Intel® 🔗
Intel® Edge AI Certification, Intel® &
Fortinet Certified Associate Cybersecurity, Fortinet 🤌
Fortinet Certified Fundamentals Cybersecurity, Fortinet 🤌
Fortinet FortiGate 7.4 Operator, Fortinet 🔗
Cisco Junior Cybersecurity Analyst Career Path, Cisco 🤌
Cisco Network Technician Career Path, Cisco 🤌
Cisco Network Support and Security, Cisco 🤌
Cisco Networking Devices and Initial Configuration, Cisco 🤌
Cisco Network Addressing and Basic Troubleshooting, Cisco 🤌
Webex Customer Success Foundations, Cisco ?
NVIDIA Ethernet Products Overview (Exam), NVIDIA {\mathscr O}
NVIDIA InfiniBand Essentials, NVIDIA
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