

OTHMAN ENNASIRY

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PROFILE

Passionate IT developer with experience in technical support and user assistance. Skilled in problem-solving and web/mobile development, capable of designing innovative and high-performance solutions, and a graphic designer.

SKILLS

Programming language	Framework/ Library	Development tools
Python – JavaScript – SQL – C#	MERN stack – ADO/ASP - Flutter	Postman, Git, Docker, MySQL
Cloud & Systems	IT management & Security	Technical support & HELPDESK
Windows Server – Azure Intune	Endpoint/Patch Management	Hardware troubleshooting/ Snow
Graphics Design		
Adobe Photoshop/illustrator – UX/UI Design – Branding – Creation of visuals		

EXPERIENCE

IT Support Technician Intern – MAJOREL/ TELEPERFORMANCE	FEB 2024 – FEB 2025
<ul style="list-style-type: none">User support : Assist users in resolving computer-related issues.Technical troubleshooting : Diagnose and repair hardware and software issues.	<ul style="list-style-type: none">Preventive maintenance : Ensure software updates and manage backups.Ticket management : Track and resolve support requests through the Service Now system.
Technical Assistant HELPDESK - CASHPLUS	2022 - 2024
<ul style="list-style-type: none">Front Office Agent : Provide technical support for agencies and users.	<ul style="list-style-type: none">Operational Support : Resolve issues related to national and international money transfers.
ESP Internship – E2C LALLA ASMAA	2022

EDUCATION

Bachelor's in Web and Mobile Development – ISMAGI Rabat	Ongoing (June 2025)
<ul style="list-style-type: none">Training focused on the creation and management of web and mobile applications.Acquired skills in frontend and backend development, as well as in IT project management.	
Specialized Technician Diploma in Computer Development – ISTA	June 2022
<ul style="list-style-type: none">Specialization in programming and IT project management.Training covering software development, database management, and IT systems.Microsoft Word and PowerPoint Certificate.	
Scientific Baccalaureate (Experimental Sciences) – Moulay Idriss Highschool	July 2020

LANGUES

FRANCAIS (Experienced)	ANGLAIS (Experienced)	ARABE (Mastery)
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Check the projects by scanning these QR CODES.

