♟ Chawki Khaled ARIF

IT System and network Administrator

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PROFFESIONAL EXPERIENCES

IT System and network technician: (August 2021 – Until now)

Tosyali Algeria: Iron and Steel.

- Provide tier 1 and tier 2 tech support.
- Working as main point of contact IT Support offering daily support operations.
- Maintaining and troubleshooting: Desktops, Laptops, Phones, Scanners, and Printers.
- Assist users in-person and remotely providing on-phone and online support.
- Maintain network infrastructure network cabling and install network sockets.
- Troubleshooting printers and changing components: drum, roller and fuser.
- Creating labs for the company as: SCCM, MDT, windows AD, cisco networking labs.
- Deploy and creating scripts with python: Tasks automation, printers consumables monitoring.
- Managing Microsoft deployment toolkit: Configure server MDT, task sequence, apps deployment and creating scripts.
- Supply of IT equipment and consumables on SAP.
- Maintaining and managing with the IT team more than 500 desktops and 450 laptops of the company.
- Ticket management with ManageEngine Service Desk.

IT Support technician: (May 2020 – July 2021)

Société des boissons Gazeuses de L'ouest Algérien, Groupe Castel.

- Users Remote assistance and direct intervention with users.
- Organization of team meetings with Microsoft Teams and zoom.
- Supply of consumables and purchases of IT equipment.
- Participation and coordination of the company's IT projects.
- Managing and maintaining IT Park +250 devices (laptops and desktops).
- Upgrading and repair computers park (desktop and laptop).
- Update of the computer park with MDT / WDS.
- Wiring and setting up of the company's network infrastructure.
- Ticket management with GLPI.
- Company inventory: computers and consumables.

KEY SKILLS AND COMPETENCIES

I. Windows administration server:
- Deployment and configuration of Active directory.
- Group policy management.
- WSUS / MDT / WDS configuration.
- Setting up of network services: DHCP, DNS, Server of file / printer shares.
- Hyper-v Server Deployment: High availability, Replication.
- MS Exchange deployment, OFFICE 365 configuration.

II. Linux administration server:

- Management of Centos / Debian servers.
- Establishment of network services: Web, shares, DHCP, DNS, Open VPN.
- Deployment of ticket system under GLPI and OCS inventory.
- "Zimbra" mail server deployment.
- Pfsense firewall.

III. Administration of Cisco Routers, Switches, Firewalls:

- Local and extended network configuration.
- Routing configuration: OSPF, EIGRP, RIP V2.
- Implementation of security strategy under cisco equipment.
- Ipsec site-to-site VPN configuration.
- Establishment of a fault tolerance system and high availability of networks.
- ASA 5506-X, ASDM, SFR configuration.

IV. Other skills: Python scripting, Pictures editing, Video editing.

EDUCATION AND CERTIFICATIONS

World Education Services 2021 - 2026:

- Diploma (two years) Recognized Program
- Bachelor's degree from a non-recognized institution

Cisco Implementing and administering Cisco Solutions 2021: CCNA

TCF Canada 2021-2023: Language test equivalency: CLB 8

Reading: 546, Writing: 13, Listening: 505, Speaking: 17

ISO 9001:2015 - 2021:

TÜV Rheinland Group

- Quality management systems - INITIAL TRAINING.

ESGI Paris 2019-2021:

- Bachelor cloud computing.

INSIM Oran 2016-2019 :

- Diploma 2 years in network security and IT systems.

Cisco Certified Network Associate 2016 – 2020:

- CCNA R&S: Introduction to Networks.
- CCNA R&S: Connecting Networks.
- CCNA R&S: Routing and Switching Essentials.
- CCNA R&S: Scaling Networks.
- CCNA Security.

High School Diploma 2015-2016 :

- Baccalaureate in foreign languages.

LANGUAGES

Arabic: Native. - **French:** Second Language. - **English:** intermediary. - **Spanish:** Beginner.

PROJECTS AND ACHIEVEMENTS

Cloud computing Bachelor end of studies project:

- Implementation of a solution HA for virtual machines under Windows Server.
- Implementation replication of virtual machines under Windows server Cluster.

Diploma 2 years project: IT network security and IT systems:

- Deployment of a mail and anti-spam server under Linux Centos 7 Multi-site.
- Network emulation under GNS3 and VMware for the realization of the project.
- Tests anti-spam and anti-virus integrated into Zimbra.