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# **KEY QUALIFICATIONS**

Communication French: Fluent

English: Fluent

**Technical Skills** 

Software Programming Languages: Java, JSON, Python, YAML, HTML, PowerShell.

Database Systems: MySQL, MariaDB, MongoDB.

Operating Systems: Windows Server Datacenter 2016, Ubuntu.

<u>Infrastructure Management</u>: Active Directory (AD), Active Directory Sites and Services, DNS, DHCP, Web Server (IIS), Group Policy Objects (GPO), Windows Deployment Services (WDS), Microsoft System Center Configuration Manager (SCCM).

<u>Virtualization</u>: VMware vSphere, Proxmox VE, Oracle VirtualBox.

# Microsoft Azure:

- ❖ Azure Compute Services: Creating and managing virtual machines in Azure.
- Azure Storage: Creating and managing Azure storage accounts (blob storage, file storage, queue storage, table storage, Cosmos DB, Azure Cache for Redis).
- Azure Networking: Managing cloud networking infrastructure, including Virtual Networks, load balancers, Azure Application Gateway, VPN connections, Azure Front Door, Azure CDN, and Azure Traffic Manager.
- Microsoft Azure Identity: Creating and managing tenants, users, and groups; setting up and managing role-based access control, Azure Policy, multi-factor authentication (MFA), PIM, and conditional access.

#### Amazon Web Services:

- Elastic Compute Cloud: Experienced in launching, configuring, and managing EC2 instances, including setting up auto-scaling groups and load balancers.
- Simple Storage Service: Creating, managing, and securing S3 buckets for scalable storage solutions.
- Virtual Private Cloud: Skilled in setting up and managing VPCs, including subnets, route tables, NAT gateways, and security groups.
- Elastic Load Balancing (ELB): Experienced in setting up and managing Elastic Load Balancers for traffic distribution across multiple targets.
- \* EKS (Elastic Kubernetes Service): Deploying and managing Kubernetes clusters using Amazon EKS.

# DevOps:

- CI/CD: Proficient in utilizing GitHub for version control and automation, particularly with GitHub Actions.
- Containers: Knowledgeable in Docker for containerization and Kubernetes for container orchestration.
- Cloud Platforms: Skilled in deploying and managing applications on Azure, with understanding of Azure Kubernetes Service (AKS) and Azure Container Registry.
- Monitoring: Familiar with monitoring and analyzing system performance using Azure Monitor with Log Analytics and Insights.
- Version Control: Experienced in using Git for code management and collaboration.
- Infrastructure as Code: Basic knowledge of Terraform for infrastructure provisioning and management.

## 2018/05- Present IT Ana

## IT Analyst, Medavie BlueCross.

- Troubleshooting technical issues and providing end-user support.
- Evaluating and recommending technology solutions to enhance business processes.
- Collaborating with various teams, including project managers, software developers, cybersecurity specialists, and business analysts, to ensure project success.
- Staying updated on emerging technology trends and best practices through research.
- Administering user accounts and system assets.
- Providing setup and support for Office 365.
- Managing system updates with Microsoft System Center Configuration Manager.
- Creating collections for software updates and system patching.
- Supporting mobile devices with Microsoft Intune.
- Setting up VDI systems for remote users using VMware vSphere.
- Troubleshooting VPN connections, VOIP, and videoconferencing systems.
- Documenting new technology implementations in production.
- Offering support to the IT Help Desk team.

#### 2018/01-2018/04

# **Software Developer**, Pirel Inc. (4-month contract)

- Collaborate with developers to design algorithms and flowcharts.
- Integrate software components and third-party programs.
- Verify and deploy programs and systems.
- Troubleshoot, debug, and upgrade existing software.
- Gather and evaluate user feedback.
- Create technical documentation for reference and reporting.
- Creating and maintaining software applications for clients.
- Coding, testing, debugging, and documenting software applications.

# 2013/01-2016/12

## **Technical Support Analyst**, Rogers, Inc.

- Responding to client calls regarding local and wide area network connectivity issues.
- Troubleshot network issues, including slow internet speeds and connection drops, to ensure optimal performance for customers.
- Escalated complex technical issues to network engineering teams for further investigation and resolution.
- \* Recommending equipment and server upgrades for improved functionality.
- Identifying and resolving technical issues related to Rogers' products and services, including internet connectivity, TV services, and mobile devices.
- **Second Second S**
- Collaborating with other teams, such as network operations, engineering, and customer care, to ensure the timely and efficient resolution of technical issues.
- Stayed up to date on the latest telecom technologies and industry trends through training sessions and self-study to enhance technical skills and knowledge.
- Handling customer inquiries and providing technical assistance to resolve issues.
- Assisted customers with router configuration, port forwarding, and firewall settings to optimize their network setup.

# **EDUCATION**

2022	Microsoft Certified Azure Solutions Architect Expert
2022	Bachelor of Computing, Edinburgh Napier University
2021	Microsoft Certified Azure Cloud Fundamentals
2012	College Diploma in Computer Science, University of Saint Boniface