ALI MORABIH

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KEY QUALIFICATIONS

Effective Communication	Maintain and improve client relationships. French: Fluent English: Fluent
Critical Thinking	Efficient troubleshooting Timely implementation of solutions
Technical Skills	Microsoft Office: Outlook, Word, Excel, PowerPoint Software Programming Language: Java, JSON, YAML, Python, HTML, CSS, PowerShell, Dockerfile. Databases Systems: MySQL, MariaDB Operations Systems: Windows 10, Windows Server Datacenter 2016, Ubuntu, CentOS Virtualization: VMware Workstation, Oracle VirtualBox, Microsoft Hyper-V Microsoft Azure Cloud: Azure Virtual Machines: Creating and managing virtual machines in Azure, also deploying, and configuring Azure Kubernetes service, Azure Web Apps. Azure Storage: Creating and managing Azure storage accounts Blob storage, File storage, and Queue storage. Azure Networking: Managing networking cloud infrastructure such as virtual networks, subnets, and load balancers, VPN. Azure Active Directory: Creating and managing Azure Active Directory tenants, users, and groups, and managing role-based access control (RBAC). Azure Security: Configuration of Azure Security features such as Azure Firewall and Azure DDoS Protection, Azure Key Vault. Azure Monitoring and Logging: Ensuring the performance, availability, and reliability of cloud infrastructure by monitoring Azure resources, using tools such as Azure Monitor and Log Analytics.

EXPERIENCE

2018/05- Present   **IT Analyst**, *Medavie BlueCross.*

- ➢ Troubleshooting technical issues and providing support to end users.
- ➢ Analyzing business requirements and translating them into technical specifications for software development teams.
- ➢ Designing and implementing new systems, applications, and features.
- ➢ Evaluating and recommending new technological solutions to improve business processes.
- ➢ Collaborating with other teams, such as project managers, software developers, and business analysts, to ensure successful project delivery.

- ➢ Conducting research to stay up to date with emerging technology trends and best practices.
- ➢ Setup up and administer user accounts and system assets.
- ➢ Setup and support Office 365.
- ➢ Run system updates via Microsoft System Centre Configuration Manager.
- ➢ Create multiple collections to patch Software's updates and systems.
- ➢ Setup up and Support Mobile device via Microsoft Intune.
- ➢ Setting up VDI system for remote users.
- ➢ Troubleshoot VPN connection, VOIP and Videoconferences Systems.
- ➢ Accommodate after-hour emergency support phone line when working evenings and weekends.

2018/01-2018/04   **Software Developer**, *Pirel Inc.*

- ➢ Collaborate with developers to design algorithms and flowcharts.
- ➢ Gather and evaluate user feedback.
- ➢ Integrate software components and third-party programs.
- ➢ Verify and deploy programs and systems.
- ➢ Troubleshoot, debug, and upgrade existing software.
- ➢ Create technical documentation for reference and reporting.
- ➢ Creating and maintaining software applications for clients.
- ➢ Planning for software requirements.
- ➢ Designing and coding the application with consideration of quality and performance requirements.
- ➢ Verify and testing the software with Unit testing and continuous integration to an extent via GitHub and Docker
- ➢ Packaging software and the creation of a deployable JAR file.
- ➢ Releasing the software into production in the target environment.
- ➢ Monitor the running software on the target infrastructure and bug tracking.

2013/01-2016/12   **Technical Support Analyst**, *Rogers, Inc.*

- ➢ Respond to calls from clients reporting local and wide area network connectivity issues as well as problems with computer hardware and software applications.
- ➢ Escalate issues that cannot be resolved remotely to scheduled service calls.
- ➢ Recommend equipment and server capacity upgrades to improve functionality.
- ➢ Handling customer inquiries related to their Rogers services and providing technical assistance to help resolve issues.
- ➢ Identifying and resolving technical issues related to Rogers's products and services related to internet connectivity, TV services, or mobile devices.
- ➢ Escalating complex issues to the appropriate team or department for further investigation.
- ➢ Collaborating with other teams such as network operations, engineering, and customer care, to ensure that technical issues are resolved in a timely and efficient manner.
- ➢ Keeping up to date with the latest products, services, and technologies offered by Rogers and maintaining a knowledge base to help provide accurate and efficient support.
- ➢ Attend training sessions to learn about new products, services, and technologies and to keep my skills and knowledge up to date.

2022   Bachelor of Computing, Edinburgh Napier University.
2022   Microsoft Certified Azure Administrator Associate.
2021   Microsoft Certified Azure Cloud Fundamentals.
2012   College Diploma in Computer Science, University of Saint Boniface.