

ALI MORABIH

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KEY QUALIFICATIONS

Communication	French: Fluent English: Fluent
Analytical skills	Conduct in-depth analysis of intricate systems and extensive data sets to pinpoint issues, resolve challenges, and formulate robust solutions.
Adaptability	Rapidly acclimate to new technologies, software solutions, and processes.
Continuous learning	Stay current with the latest technological developments.
Technical Skills	<p><u>Microsoft Office</u>: Outlook, Word, Excel, PowerPoint.</p> <p><u>Software Programming Languages</u>: Java, JSON, Python, YAML, HTML, CSS, Microsoft PowerShell, Jupyter Notebook.</p> <p><u>Database Systems</u>: MySQL, MariaDB, MongoDB.</p> <p><u>Operating Systems</u>: Windows 10 and 11, Windows Server Datacenter 2016, Ubuntu.</p> <p><u>Virtualization</u>: VMware ESXi Host Client, Proxmox, Oracle VirtualBox.</p> <p><u>Microsoft Azure</u>:</p> <ul style="list-style-type: none">❖ Azure Compute Services: Creating and managing virtual machines in Azure, as well as deploying and configuring Azure Kubernetes Service and Azure Web Apps.❖ 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.❖ Microsoft Exchange Online: Managing user mailboxes, licenses, and configuring mailbox permissions.❖ Azure Security: Configuring Azure security services, including Azure Firewall, Web Application Firewall, and Azure Key Vault.❖ Azure Monitoring and Logging: Ensuring the performance, availability, and reliability of cloud infrastructure by monitoring Azure resources with tools like Azure Monitor and Log Analytics. <p><u>On-Premises Administration</u>: DNS, DHCP, Active Directory, Web Server IIS, File server.</p> <p><u>DevOps</u>: Docker, Kubernetes, k3s & kube-vip, GitHub, Rancher, portainer, Helm.</p>

EXPERIENCE

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

- ❖ Troubleshooting technical issues and providing end-user support.
- ❖ Designing and implementing new systems, applications, and features.
- ❖ 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.
- ❖ Troubleshooting VPN connections, VOIP, and videoconferencing systems.
- ❖ Documenting new technology implementations in production.
- ❖ Offering support to the IT Help Desk team.
- ❖ Offering after-hour emergency support via the on-call phone line during evenings and weekends.

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

- ❖ 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.
- ❖ Escalating unresolved issues to scheduled service calls when remote resolution is not possible.
- ❖ 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.
- ❖ Escalating complex issues to the appropriate department for further investigation.
- ❖ Collaborating with other teams, such as network operations, engineering, and customer care, to ensure the timely and efficient resolution of technical issues.
- ❖ Attending training sessions to learn about new products, services, and technologies and to keep your skills and knowledge up to date.
- ❖ Handling customer inquiries and providing technical assistance to resolve issues.

EDUCATION

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