

ALI MORABIH

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KEY QUALIFICATIONS

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| Communication | French: Fluent English: Fluent |
| Analytical skills | Analyze complex systems and data sets to identify problems, troubleshoot issues, and develop effective solutions. |
| Adaptability | Adapt to new technologies, software solutions, and processes quickly. |
| 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 Language</u>: Java, JSON, YAML, Python, HTML, CSS, PowerShell, Jupyter Notebook.</p> <p><u>Databases Systems</u>: MySQL, MariaDB, MongoDB</p> <p><u>Operations Systems</u>: Windows 10, Windows Server Datacenter 2016, Ubuntu, CentOS</p> <p><u>Virtualization</u>: VMware Workstation, Oracle VirtualBox, Microsoft Hyper-V</p> <p><u>Microsoft Azure Cloud Skills</u>:</p> <p>Azure Compute Services: Creating and managing virtual Machines in Azure, also deploying, and configuring Azure Kubernetes service & Azure Web Apps.</p> <p>Azure Storage: Creating and managing azure storage accounts blob storage, file storage, queue storage, table, Cosmos DB, azure cache for Redis.</p> <p>Azure Networking: Managing networking cloud infrastructure such as virtual networks, Subnets, load balancers, Azure Application Gateway, VPN Connection, azure CDN, Azure Traffic Manager.</p> <p>Azure Active Directory: Creating and managing Azure Active Directory tenants, users, and groups, and managing role-based access control (RBAC).</p> <p>Azure Security: Configuration of Azure Security features such as Azure Firewall and Azure DDoS Protection, Azure Key Vault.</p> <p>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.</p> |

EXPERIENCE

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

- Troubleshooting technical issues and providing support to end users.
- Designing and implementing new systems, applications, and features.
- Evaluating and recommending new technology solutions to improve business processes.
- Collaborating with other teams, such as project managers, software developers, cyber security, 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 Center 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.
- 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.

- 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 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.

EDUCATION

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