**ali morabih**

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# Key qualifications

| Effective Communication | Maintain and improve client relationships.  French: Fluent  English: Fluent |
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| Critical Thinking | Efficient troubleshooting  Timely implementation of solutions |
| Technical Skills | Microsoft Office: Outlook, Word, Excel, PowerPoint  Software Programming Language: Java, JSON, YAML, Jupyter Notebook, 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 skills 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

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| 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 technology 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 systems 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-hours 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 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 to 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