Anis Dhaoui

Senior IT Technician

Address: Sousse, Tunisia

Tel: +216 53 591 611

E-mail: anis.dhaoui.ad@gmail.com

LinkedIn

GitHub

Portfolio

Experienced Senior IT Technician and IT Support Specialist with strong technical support, troubleshooting, and network management skills. Adept at managing IT infrastructures in Windows and Linux environments, with proven expertise in virtualization, system administration, and process automation. A background in web development further sharpens my problem-solving skills and ability to integrate modern technology solutions, ultimately enhancing system efficiency and service quality.

Skills

◆ Proficient in IT support, troubleshooting, and system administration across Windows, Linux, VMware, and Active Directory.

◆ Skilled in networking (TCP/IP, DNS, DHCP, VPN), ITIL best practices, cybersecurity, patch management, and data protection.

◆ Experienced in automation (Node.js, PowerShell, Bash), CI/CD pipelines, database, and web technologies (Node.js, React.js, WordPress, MySQL, MongoDB).

◆ Strong problem-solving and troubleshooting, effective communication and customer support, time management, teamwork, adaptability, and continuous learning.

Professional Experience

◆ **Senior IT Technician |** *Benetton Group, Sousse*   Mar 2023 – present
- Provided remote & on-site IT support for 500+ staff, resolving hardware, software, and network issues across Windows & Linux environments.
- Configured & troubleshoot TCP/IP, DNS, DHCP, VPN, and network infrastructure following ITIL best practices.
- Built an automated enrolment ticketing system with Node.js, ZKTeco IN01, PostgreSQL, and IoT, optimizing workforce management and access control.
- Developed web applications using javascript to automate processes, enhance system integration, and improve problem-solving efficiency.
- Managed FOG server administration, OS imaging, and VMware virtualization to ensure system scalability.
- Repaired & maintained computers and printers like (Epson SC T5200, Zebra, Datamax), diagnosing hardware issues and performing system upgrades.

◆ **Full Stack Developer |** *Freelance, Kairouan*   Jun 2019 – Feb 2023
- Agile Web Solutions: Built Node.js, Express.js, React.js apps to automate IT tasks and enhance system monitoring.
- CI/CD Implementation: Used Azure DevOps, GitHub to improve troubleshooting and updates.

WordPress Developer | *Freelance, Kairouan*   Jan 2019 - Feb 2020

- Built and managed WordPress sites, optimizing SEO, security, and performance.
- Ensured data protection compliance and improved user experience with proactive maintenance.

Computer Repair Technician | *Self-employed, Kairouan*   May 2015 – Oct 2018

- Diagnostic & Repair Expertise: Diagnosed and resolved hardware and software issues for PCs, laptops, and peripherals using advanced troubleshooting and repair techniques.
- Preventive Maintenance: Executed component repairs, upgrades, and preventive maintenance to ensure system reliability, incorporating effective backup & recovery procedures.

Education / Formation

Software Development Certificate | *Elife Center, Siliana*   Mar 2022

- Developed a desktop application using Java and JavaFX with modern design patterns; built a full-stack web app with Express.js, MySQL, and Angular focusing on scalability and system integration.

Full-Stack Web Development with React | *Coursera*   Jun 2019

- Gained proficiency in front-end, back-end, and hybrid mobile development using the MERN stack and React Native; designed RESTful APIs and integrated Redux architecture.

Bachelor of Science: Computer Networks and Communications | *Higher Institute of Applied Mathematics and Media - Kairouan*   Sep 2013

Languages

Arabic ◆◆◆◆◇
Mother Tongue

English ◆◆◆◆◇
Very Good

French ◆◆◆◇◇
Good

German ◆◇◇◇◇
Basic