# **Anis Dhaoui**

## Senior IT Technician

Address: Sousse, Tunisia

Tel: +216 53 591 611

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

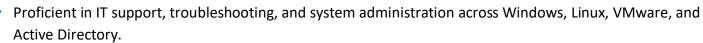


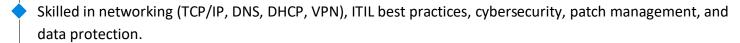


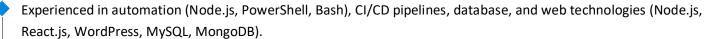
Experienced Senior IT Technician and IT Support Specialist with strong technical support, troubleshooting, and network management skills. Adept at managing IT infrastructures in Windows and Linux environments, with proven expertise in virtualization, system administration, and process automation. A background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



#### **Skills**







Strong problem-solving and troubleshooting, effective communication and customer support and continuous learning.



# **Professional Experience**

## Senior IT Technician | Benetton Group, Sousse

Mar 2023 – present

- Provided remote & on-site IT support for 500+ staff, troubleshooting hardware, software, and network issues (Windows/Linux).
- Configured & maintained TCP/IP, DNS, DHCP, VPN, and IT infrastructure, automating tasks with PowerShell & Bash.
- Developed web & automation solutions with JavaScript, Node.js, PostgreSQL, and IoT for system integration.
- Managed FOG server, OS imaging, VMware virtualization, and hardware maintenance (Epson, Zebra, Datamax).
- Upgraded legacy IT systems, ensuring compatibility with modern hardware and improving performance through system optimization.

# **Software Development Mentor & Assistant** | Elife Center, Siliana

Mar 2022 - Dec 2022

- Assisted in debugging, troubleshooting, and optimizing full-stack web applications.
- Guided trainees on secure coding, database management, and API integration.
- Provided technical support for deployment, version control, and system scalability.

#### Full Stack Developer | Freelance, Kairouan

Apr 2020 – Feb 2022

- 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.
- Worked with MongoDB & MySQL, optimizing database performance and security in IT environments.

#### 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.
- Customized and integrated plugins and themes, enhancing functionality and site efficiency.

#### **Computer Repair Technician** | *Self-employed, Kairouan*

May 2015 - Oct 2018

- Diagnosed and repaired hardware and software issues for PCs, laptops, and peripherals using advanced troubleshooting techniques.
- Performed system upgrades and component repairs, ensuring optimal performance and compatibility with modern hardware.
- Implemented backup and recovery solutions, enhancing data protection and minimizing downtime.

# **Education / Formation**

#### Full-Stack Web Development with React | Coursera

Jun 2019 – Apr 2020

 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**

Sep 2010 - Sep 2013

Higher Institute of Applied Mathematics and Media - Kairouan

# Languages

Arabic

French

Mother Tongue

Good

English

German



