**Youssef Ajouaoud**

**Las Vegas, Nevada**

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**Summary:**

Ambitious employee seeking to utilize acquired skills in the Information Technology field. Offering strong understanding of device configuration, networking protocols, pc and laptop repair, operating system specifications, and hardware installation. Eager to learn new technologies and programs with an innovative company and ultimately realizing long-term goals.

**Work Experience:**

Amazon – LAS7 FC June 2020 – October 2021

Problem Solver Las Vegas, Nevada

* Resolve issues that associates encounter with inventory in a timely manner with speed and accuracy.
* Ordering and receiving missing products and work with the workflow spreadsheet.
* Performed labor tracking for daily work activity.
* Problem solved all errors and defects that occurred and ensure our amazon customers avoid a missing order.
* Traced all orders coming in and process them in a timely manner.
* Served as problem solve expert for AFE1 and made CPT hourly reports to area managers.
* Served as auto slam operator to process customer shipments and correct numerous potential issues such as, not meeting weight requirements, missing items, excess items, or incorrect items.
* Ensure slam machines are always operating.
* Helped train over 15 new team members in various roles, thus growing their knowledge of all aspects of Amazon fulfilment center.
* Peak 2020, Prime 2021

Legends Golf resort August 2015, - January 2019

IT Assistant Myrtle Beach, South Carolina

* Provided IT technical support services, and assisted IT professionals and engineers with emphasis on customer satisfaction.
* Internet setup and repair as well as desktop and laptop repair.
* Ordered tools and supplies for the IT professionals as well as maintaining IT inventory.
* Troubleshoot IT equipment (Computers, tablets, POS systems, scanners, and printers.)
* Setting up and installing networking and computer equipment.

Sugarfina USA LLC September 2021- Present

IT Support Specialist Las Vegas, Nevada

* Handled in-bound helpdesk tickets through phone and email. (Zendesk ticketing system)
* Worked with individuals in a fast-paced environment with a wide range of computer skills, specifically when communicating technical information in the corporate office as well as the warehouse.
* Performed password resets, software installation, printer troubleshooting, server management, computer equipment replacement, and escalation of tickets to the appropriate IT staff member as necessary.
* Created new hire accounts, deployed new computers, and troubleshoot network connectivity. (Azure Active directory & ADManager)
* Assisted in the maintenance and administration of VOIP systems.
* Maintained internal documentation.
* Worked alongside the IT director as well as the CEO and participated in IT on-call rotation. (Assisting retail stores with technical issues through phone, and ConnectWise Control)
* In charge of and maintaining IT inventory for corporate office, retail stores, and warehouse equipment.
* Installed/troubleshooted/replaced scanners, laser printers, Zebra thermal printers, Dymo printers, Macs, PCs, laptops, docking stations, monitors, tablets, portable terminals, card readers, scales, and any other IT equipment related for the warehouse staff as necessary.
* Work with Third Party IT and internal staff to provide top quality support for end-users.

**Education:**

Horry Georgetown Technical College August 2014, - January 2019

Associates Degree in Computer Science Myrtle Beach, South Carolina

* Completed 123 credit hours with 24 credit hours in IT courses.
* Relevant coursework: Linux, Cisco Networking, Advanced Microsoft Office 2016.

Southern New Hampshire University July 2021

Bachelor of Arts in Information Technology **GPA 3.8**

* Relevant coursework: Python, Project Management, Information Systems, Human Computer Interaction.
* Project+ certification.
* Ethical Hacking. (LinkedIn Learning)

Certificates Online Learning

* Project+ certified (Project Management)
* Currently studying for CompTIA A+, Network+, Security+, and CCNA certifications.

**Skills: Languages:**

* Proficient in Office programs. English, French, Arabic, Darija.
* Troubleshooting experience.
* Hardware Installation.
* Time management and multitasking.
* Comfortable with Windows 7,8, 10, 11.
* Strong communication skills.
* Customer service skills.
* Troubleshooting Android devices.
* Excellent typing skills (70 wpm).