**Boualem Boukechira**

1009 Howard Street, Apt 570

San Francisco, California 94103

(415) 619 9198**∙** boualem.bouk@gmail.com

Open to Relocation

**PROFESSIONAL SUMMARY**

IT Network Engineer and Technical Support with 3 years of experience in networks troubleshooting , Help desk, Data Base Administration and Development Languages

**Key Skills**

* Networks administrations (LAN, WAN, Windows Servers, DNS, DHCP, MS Exchange)
* Active Directory Administartion
* Proficient in Windows Platforms (Servers and Clients)
* Proficient in Help Desk Support and Troubleshooting (Hardware and Software)
* SQL, PL SQL Data Base administration
* Programming Languages: Java, Java Script, C++, PHP, C(Beginner)
* Project Coordination
* Language Skills :

English: Fluent

French: Fluent

Arabic : Mother Tongue

**PROFESSIONAL EXPERIENCE**

**Contract IT Help Desk, Support Analyst : Eurofins EAG Laboratories 12/2019-3/2020**

**Sunnyvale**

**Contract IT Help Desk, Support Analyst : Barclays Bank San Francisco 10/2019-12/2019**

**And Menlo Park**

**Part time IT Help Desk, Support (IT Technician)**

**Managed Facilities Solutions MFS,PEAK Systems, Field Nation, WorkMarket** **12/2018 - Now**

**Electronics Repair Tech (on demand)** **07/2017 - 12/2018**

**CellSavers (PULS now) , San Francisco , CA**

*On demand Cellphones repair company that repair all kind of electronics devices (phones, Laptops, Tablets)*

* Provided customers with the best customer services
* Fixed phones, laptops and desktops, and 1000 tablets.

**Electronics Repair Tech** **07/2015 - 07/2017**

**TechMission, San Francisco , CA**

*A phone repair store that repair all kind of electronics devices (phones, Laptops, Tablets)*

* Provided customers with the best customer services
* Fixed about 2000 phones, 500 laptops and desktops, and over 1000 tablets that gave the store a good reputation in the city

**Network Administrator , System Administrator, and Technical Support**  **06/2012 - 10/2014**

**Ministry of Environment, Algiers, Algeria**

*Environment issues in Algeria*

* Managed and troubleshooted over 400 computers with success that help all end users to achieves their goals
* Renewed the network servers and secured the whole network by addeing new firewall that made the infrastructure more reliable and secure
* Create servers backup in case of emergency
* Involved with all employees and provide them with all IT support
* Updated and upgraded over 400 devices with all soft and hard needs
* Resulting an increased of their functionalities, created a perfect communication environment, and easy shared informations between departements

**EDUCATION**

**Master Computer Science (MS), Networks and Distributed Systems 2011**

University of Bejaia, Bejaia, Algeria

**Bachelor’s in computer science 2009**

University of Jijel, Jijel, Algeria

**PROFESSIONAL DEVELOPMENT/AFFILIATIONS**

* **ICT Expert Training Program,** Korea Polytechnic University 12/2013

Korea Polytechnic University is a polytechnic university in South Korea. KPU established in 1998 by support from the Ministry of Commerce, Industry and Energy.