MOUAAD **EL MOUMÈNE**

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SUMMARY

Dynamic and results-oriented IT professional with extensive experience in leading operations and delivering top-tier technical support in fast-paced environments. Demonstrated expertise in managing complex IT systems, including TCP/IP networking, Active Directory, and virtualization technologies like Citrix XenApp and VMWare. Proven ability to oversee O365 migrations and implement robust Wi-Fi security protocols while fostering cross-functional collaboration and enhancing user satisfaction. Equipped with strong problem-solving skills and a solid foundation in SQL and database management, I am committed to leveraging innovative solutions and strategic planning to drive operational excellence and achieve organizational objectives as a Senior IT and Lead of Operations professional.

SKILLS

- Leadership
- Connecting Communication
- Problem-Solving
- Time Management
- Adaptability
- Collaboration
- Conflict Resolution
- Training and Development
- Attention to Detail
- Strategic Planning
- Decision-Making
- Innovation
- Resource Management
- Interpersonal Skills
- Emotional Intelligence
- Customer Service Orientation
- Project Management
- Critical Thinking

EXPERIENCE

Senior IT and Lead of Operations   **2018 - Current**
Sony DepthSensing Solutions

- Spearheaded IT operations and provided strategic leadership across cross-functional teams, ensuring seamless integration of new technologies and maintaining high system reliability and performance standards.
- Leverage expertise in data analysis through Power BI to create detailed, data-driven reports that support informed decision-making, optimize resources, and enhance operational efficiency.
- Oversee SQL report development, ensuring robust data quality control, accuracy, and accessibility for stakeholders across departments, contributing to a data-driven culture.
- Manage and adhere strictly to SLA and KPI requirements, implementing best practices and developing reporting frameworks to meet or exceed performance metrics consistently.
- Collaborate closely with stakeholders to design and implement process improvements, enabling scalable solutions that align with business goals and drive continuous improvement across operations.

IT Business and Configuration Analyst   **2016 - 2018**
ALD Automotive

- Delivered first and second-line technical support for BELUX operations, promptly addressing user issues and technical inquiries to ensure continuous service and high user satisfaction.
- Conducted comprehensive system monitoring, performing morning checks to verify system functionality, detect potential issues early, and maintain optimal performance across critical applications.
- Analyzed and resolved incidents by identifying root causes, implementing solutions, and documenting issue resolution, significantly reducing recurrence rates, and enhancing system reliability.
- Collaborated with cross-functional teams to improve troubleshooting processes, streamline support workflows, and enhance response times for critical system issues.
- Maintained detailed records of support activities and incident resolutions, contributing to comprehensive reporting on Service Level Agreement (SLA) and Key Performance Indicator (KPI) metrics for consistent service improvement.

IT Support Engineer   **2015 - 2016**
Mobile Expense

- Acted as the primary point of contact for customer support, providing first-line assistance to quickly address technical issues and inquiries, ensuring high levels of customer satisfaction and minimal downtime.
- Diagnosed and resolved hardware, software, and network-related issues for end users, applying problem-solving skills to deliver effective solutions and prevent escalation.
- Documented all support activities, including troubleshooting steps and solutions provided, creating a comprehensive knowledge base to improve response times and support efficiency.
- Collaborated with internal teams to escalate complex issues as needed, facilitating prompt resolutions and minimizing impact on customer operations.
- Proactively identified recurring issues, analyzed root causes, and recommended process improvements to enhance overall support effectiveness and prevent future incidents.

IT Support Analyst   **2014 - 2015**
Sports Direct

- Provided technical assistance and maintenance support, ensuring smooth operation and functionality of IT systems across all European stores through regular upkeep and prompt troubleshooting.
- Monitored network performance across multiple European regions, proactively identifying and resolving connectivity issues to minimize disruptions and maintain optimal network stability for stores.
- Delivered phone support for stores and end-users in Europe, including locations in Iceland, the Netherlands, France, Belgium, Germany, Poland, and the UK, addressing technical inquiries and resolving issues effectively.
- Diagnosed and troubleshot a variety of hardware and software issues for end-users, providing clear guidance to non-technical staff and ensuring swift resolution to minimize operational impact.
- Collaborated closely with cross-regional teams to streamline support processes, share best practices, and improve service response times for both store-based and remote end-users.

IT First Line/helpdesk Support   **2010 - 02014**
Allianz
- Served as the initial point of contact for users, delivering first-line support via phone, email, and chat, effectively addressing and resolving technical issues while ensuring high levels of customer satisfaction.
- Diagnosed and troubleshot a wide range of hardware, software, and network issues, providing timely and effective solutions to minimize downtime and improve user productivity.
- Documented all support interactions and resolutions in the ticketing system, maintaining detailed records to facilitate knowledge sharing and streamline future support efforts.
- Collaborated with cross-functional teams to escalate complex issues, ensuring seamless communication and quick resolution for end-users experiencing persistent problems.
- Provided training and guidance to end-users on various IT applications and tools, enhancing their technical proficiency and reducing the volume of repetitive support requests.

Hardware and Gaming Desktop Preparation   **2009 - 2010**
EuroPC
- Assembled and configured gaming desktops to meet specific performance requirements, ensuring optimal hardware compatibility and efficiency for a high-quality gaming experience.
- Conducted thorough testing and quality assurance checks on assembled systems, verifying functionality and performance metrics to ensure compliance with industry standards and customer expectations.
- Installed and configured operating systems, drivers, and essential software applications, providing users with a seamless out-of-the-box experience and enhancing overall system performance.
- Assisted customers with hardware selection and upgrades, offering expert advice on components and configurations to meet their gaming needs and budget constraints.
- Developed and maintained comprehensive documentation of assembly processes and troubleshooting guides, contributing to knowledge management and improving efficiency in desktop preparation workflows.

CURSUS

ITIL 4 ® Foundation Certification, 2022
Bachelor's in computer science management (I.E.S.C.F), 2016
- Development of an application on VB.NET
- Development of an application in Java SE
- Development of a website in PHP

PC/Network Technician Training, 2009
- Formation Insertion Jeune (FIJ)

Certificate of Secondary Education, 2002
Athénée Royale de Ganshoren

HOBBIES

- Informatic: High-tech, smartphones, tablets, etc.
- Music, Singing
- Boxe, Ping pong, Kicker, Padel, Chess