ZINEBI Abdelmoughite, Computer Science | Hard/Software, Networking Specialist

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Summary

I bring a wealth of experience in the domain of Computer Science, specializing in hardware, software, and networking. My passion for technology and commitment to learning make me a quick learner, ensuring I adapt seamlessly to evolving industry dynamics. As an IT Specialist, I excel in efficiently resolving hardware and software issues, with a particular focus on network security and system administration.

Work Experience

Jul 2023 - Present Dell   Casablanca

Role: Senior Technician, Technical ProSupport

- Delivered exceptional technical support and specialized in swiftly resolving hardware and software issues across diverse operating systems.
- Proficiently handled incident tracking and prevention, ensuring system stability and reliability.

Skills: Diagnose · Salesforce Lightning · Ticketing Systems · Technical Support · Computer Repair · Computer Hardware

Dec 2022 - Jul 2023 IO Solutions Contact Center   Casablanca

Role: IT & Helpdesk

- Expertly managed Active-Directory User Interface, internal equipment installations, and troubleshooting of internal applications.
- Devoted to optimizing employee workflows and guaranteeing seamless operations.

Skills: Diagnose · Cisco Networking · Cloud Computing · Computer Hardware · Computer Science · Fortinet · Windows Server · Active Directory · Network Security · Security Policy · Microsoft Office · Open Innovation · Communication · Microsoft Azure

Mar 2021 - Aug 2022 Majorel   Casablanca

Role: Senior QM-CM

- Ensured platform excellence and user safety through quality management and content moderation expertise.
- Demonstrated proficiency in enhancing content quality and contributing to a positive user experience.

Skills: Diagnose · Security Policy · Microsoft Office · Open Innovation · Communication

Education

Sep 2020 - Jun 2023 Computer Engineering, Hubei Engineering University (Masters)

Research investigating prospective advancements in five critical domains: Artificial Intelligence (AI) and Machine Learning, Edge Computing and Internet of Things (IoT), Cyber-Physical Systems (CPS), Quantum Computing and Cryptography, and Hardware-Software Co-Design. The objective is to foresee upcoming patterns and obstacles in this swiftly evolving technological terrain.

Sep 2019 - Jun 2020 Computer Systems Networking and Telecommunications, Hubei University Of Economics (Bachelor)

Research proposal aiming to anticipate future trends and advancements in this dynamic field. With technologies like 5G and IoT on the rise, this study seeks to analyze their potential impact, envisioning the transformative direction of networks and telecommunications.

Skills

Active Directory	Beginner	Network/Server Administration	Beginner
Computer Hardware Architect	Beginner	Microsoft azure	Beginner
Microsoft office	Experienced	Operating Systems	Experienced
Research skills	Experienced	Salesforce	Experienced
Team management	Experienced	Technical skills	Experienced
Technical Support	Experienced	Telecommunications	Experienced

Troubleshooting	Experienced

Languages

Arabic	Native Speaker	English	Very Good
French	Very Good	Chinese (Simplified)	Basic

Links

Linkedin

Courses

Technical Support Fundamentals, Google

The Bits and Bytes of Computer Networking, Google

Microsoft Azure Management Tools and Security Solutions, Microsoft

Introduction to Technical Support, IBM

Version Control, Meta

React Basics, Meta

Programming with JavaScript, Meta

Introduction to Front-End Development, Meta

HTML and CSS in depth, Meta

Advanced React, Meta

Inspiring and Motivating Individuals, University of Michigan

Leading Teams, University of Michigan

Volunteering

Front Speaker | Organizer | Instant translator | Consultant, Moroccan Spacenauts

Actively participated in numerous astronomy and astro-robotics events, catering to a diverse audience and promoting the marvels of space exploration and technology.

This included coordination of major events such as:

- Visit of NASA's Engineer NAGIN COX and Mars Mission Staff
- Organization of NASA SpaceCam Morocco
- Visit of NASA's Quantum Physics Engineer Kamal Oudrhiri
- SpaceFest, SpaceBot, SpaceVan, and other notable events

My engagement with the Moroccan Pacenauts Association significantly enhanced my public speaking, event organization, and interpersonal skills. These experiences further ignited my passion for astronomy and astro-robotics, driving me to continuously contribute to this fascinating field.

Hobbies

Astronomy/Astrophysics

Robotics (AI, Automation, SaaS Software Automation)

Writing

Politics

Discovery

Online Courses & Webinars

Freelance (Consulting: Directive IT, Cloud Infrastructure, IT Team Building and Task Vision)