Hamza Alaoui Hamdi

IT System Administrator

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💼 PROFESSIONAL EXPERIENCE

SEBN MA
IT System Administrator ↗

06/2023 – present | Tangier, Morocco

- Providing on-site and remote IT support for 4 SEBN Morocco sites.
- Tracking and resolving incidents using SysAid.
- Monitoring critical SQL production databases and Windows/Linux servers.
- Handling printer maintenance and ERP hand scanner issues.
- Writing scripts using PowerShell and Python to automate manual tasks and updates in production.
- Ensuring compliance with updates, antivirus, and GLPI inventory for over 1,500 production computers.

TE Connectivity
IT Operation Support ↗

07/2021 – 06/2023 | Tangier, Morocco

- Provided remote IT support to 7 TE Connectivity plants in EMEA regions, resolving technical issues promptly.
- Managed over 120 laptops and desktops, ensuring compliance with updates, CrowdStrike Security, and warranties.
- Monitored systems with SolarWinds for smooth operations.
- Managed storage inventory and organized server racks per the 5S methodology.
- Maintained TE Connectivity IT infrastructure documentation.

Nord Ouest Technologie
IT Technicien Internship ↗

10/2020 – 06/2021 | Tangier, Morocco

- Security cameras installation and configuration
- Computers installations and configurations

🌐 LANGUAGES

English • French • Arabic

🎓 EDUCATION

Bachelor in Computer science & Networking (BAC +3)
ENSI
2023 – 2024 | Tangier, Morocco

Technician Specializing in computer networks (BAC +2)
ISMONTIC
2018 – 2020 | Tangier, Morocco

🎸 INTERESTS

Fitness | Playing Music | Hiking

🧠 SKILLS

Servers Administration
- Administering Windows/Linux servers and SQL databases.
- Monitoring and resolving server issues.
- Automating tasks with PowerShell and Python.
- Managing Active Directory, DNS, and DHCP.

Scripting & Automation
- Good experience in automation using powershell in windows environment
- Good experience in web automations and Linux scripting using Python

Fortigate Firewalls
- Configuring and managing FortiGate firewalls.
- Monitoring and analyzing firewall logs for threats.
- Setting up VPNs and secure remote access.
- Implementing and maintaining firewall rules and policies.

Web Administratons
- WordPress Management
- HTML/CSS/JS/Angular
- Apache, Nginx, Cpanel