

Amine Moubal

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Service Delivery Management agent

Experienced IT support specialist skilled in customer service and technical support. Proficient in identifying and fixing networking, software, and hardware issues. Provides end-user support via in-person, phone, email, and remote assistance. Strong analytical, problem-solving, and communication skills.

Skills

- Strong computer skills
- Strong knowledge in IOS and Android.
- Good experience in Linux and network security.
- Ability to troubleshoot printers, desktops, laptops...etc.
- Introductory knowledge in Active Directory.
- Strong knowledge in SQL and handling databases.
- Good knowledge of visualization tools (APM, data flow charts...)
- Good knowledge in programming languages such as JAVA, C#, HTML and CSS, JavaScript, React JS, .Net, Gherkin.
- Writing and editing skills
- Analytic thinking
- Good knowledge of automated testing (gherkin, selenium)
- Team management
- Good knowledge of office automation products
- Languages: French, English, Arabic, German

Work Experience

IT Support Specialist

Ontario Public Service

12/2023-06/2024

- Provide first and second level of technical support through the phone and email, and keep the tickets updated.
- Documents, maintains, upgrades or replaces hardware and software systems.
- Troubleshoot hardware and software issues of both proprietary and standard applications such as Microsoft Office.
- Introductory training to Active Directory
- Performing troubleshooting for computers (desktops and laptops), network issues, login issues.
- Using CMD commands for checking the laptop status and doing updates to resolve the login issue by remoting to the computer using IP address.

- Creating tickets and documents all the information during the call using Remedy
- Troubleshooting printers, installing drivers and connecting them with the computers,
- Giving technical solutions for issues relates to Outlook and Sharepoint.
- Assisting the users on hardware replacement for laptops, printers and scanners.
- Supporting Ministry of education websites.
- Software testing, debugging application features using multiple coding languages
- Data Analysis using elastic APM tools.
- Creating dashboards for government applications.
- Working on creating app skeletons.
- Quality assurance support.
- Bug reporting and ticket creation for unsolved issues
- Escalation of ticket and follow-up with Software Dev or QA analyst

Cashier, Merchandise Clerk

Big Bee Variety Store – Hamilton, ON

12/2022- 11/2024

- Operated cash registers and processed transactions, including cash, debit, credit, alcohol, and lottery sales.
- Verified customer ID for age-restricted products such as alcohol, lottery, and vape items.
- Provided friendly customer service and resolved issues to ensure a positive shopping experience.
- Managed inventory by placing orders, receiving stock, and organizing shelves.
- Handled daily lottery ticket sales and payouts, following strict accuracy and compliance rules.
- Oversaw the vape shop area: advised customers, maintained displays, and managed stock.
- Balanced cash and prepared daily financial reports at the end of each shift.
- Maintained a clean, organized store and updated pricing and product displays.
- Trained new staff on store procedures, cash handling, and customer service.
- Handled cash floats and ensured till accuracy at shift start and end.
- Monitored security cameras and reported suspicious activity.
- Assisted in setting up seasonal promotions and product displays.
- Answered phone calls and managed simple customer inquiries.
- Processed refunds, exchanges, and voided transactions as per policy.
- Helped with basic opening and closing store procedures.
- Monitored expiry dates and rotated stock to reduce waste.
- Supported loss prevention by keeping high-theft items secured.
- Packaged items neatly and offered carry bags or boxes when needed.

Education

Mohawk College

Course: Computer Technician *Software Support*

01/2023- current

Volunteering

Teaching volunteering

2018-2019

- Preparing student kids for their first year of school, providing them all the basic knowledge that they will need for math courses, Arabic and French language.

Green World Member

2018-2019

- Joined Group of youths that are trying to clean the beaches by educating people about the importance of nature and doing cleaning activities.