Karima Boutouil

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**Desktop Engineer**

Dynamic, resourceful, innovative, and technology leader with 4+ years of experience in IT support, system administration, and application deployment. Proven track record driving system efficiency improvements, enhancing customer service quality, and streamlining operational processes. Strong communicator and collaborator who leads diverse teams to deliver quantifiable business value.

# SKILLS

|  |  |  |
| --- | --- | --- |
| * Systems Deployment | * IT Help Desk Management | * Network Administration |
| * Software Troubleshooting * End User Support | * Vendor Coordination | * PC and Mac Support |

# PROFESSIONAL EXPERIENCE

**LOGICALIS | SEPTEMBER 2021 - PRESENT**

**Desktop Engineer**

* Managed meticulous SCCM Application Deployment for both user and machine bases, updates deployment, OS deployment, and comprehensive reporting; optimized system performance & end-user experience across organizational IT landscape.
* Enhanced database management and issue resolution by developing and executing advanced MS SQL queries, significantly reducing downtime and improving system reliability for critical business operations.
* Led IT Help Desk operations, ensuring prompt and professional resolution of calls and emails; established a reputation for excellence in customer service, thereby increasing user satisfaction and loyalty.
* Collaborated closely with senior technicians to diagnose and resolve complex hardware and software issues, including network connectivity challenges; played a pivotal role in maintaining uninterrupted IT operations.
* Proactively communicated with users to publish status updates on system outages, ensuring transparency and minimizing operational disruptions; excelled in crisis communication, fostering a trust-based relationship with the user community.
* Demonstrated exceptional customer service skills, especially in high-pressure situations, by providing empathetic and effective solutions to frustrated customers, significantly enhanced customer experience.
* Administered Windows Active Directory and Exchange with a strategic focus on system security and user accessibility; streamlined user management and enhanced email system efficiency.
* Managed relationships with vendors and manufacturers for the repair and maintenance of IT equipment, ensuring optimal operational efficiency and reliability of IT assets.
* Oversaw the comprehensive management of helpdesk and ticketing systems, including network installation, maintenance, and support, significantly improving IT support framework and response times.
* Provided daily support for PC and Mac users through phone, email, RDP, and on-site visits; established a reliable and accessible IT support system, enhancing productivity and user satisfaction across the organization.

**NATIONALGRID | APRIL 2019 - SEPTEMBER 2021**

**Application Packager**

* Packaged, tested, maintained, and monitored applications and their operating systems, including orchestrating the installation process, significantly improving application performance and user experience.
* Implemented strategic application management practices to ensure optimal performance and reliability; collaborated with cross-functional teams to enhance system stability and operational efficiency.
* Delivered desktop support and technical training on software, hardware, and network troubleshooting to ensure end customer confidence, and coordinated all aspects of Desktop Engineer Support and ticketing system.
* Developed and implemented multiple custom actions using Wise Scripts and leveraged VMWare and Hyper-V workstation to test packages and ensure a smooth rollout.
* Add and create packages\ tasks and deployment in SCCM 2016.
* Work on Co-Management, App Deployment, Software Updates in Microsoft Intune.
* Packaged applications for Windows 7 OS platform with Windows 10 preferred.
* SQL Server database Administrator.

# EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor Degree | Institute of Higher Education | University Mouloud Mammeri

# IT SKILLS

Python | Azure │| Windows Active Directory | Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)

Windows 7 and 10 & 11 | Git/GitHub | SDLC, Waterfall, Agile | Maven | VM ware | Jenkins | Java | Jira

Microsoft Azure Portal | Intune | Service now | SQL |

# LANGUAGES

**English** (Native) | Karima, please add any other languages you might speak, and fluency level.

French (Speak)

Berber (Speak)

Arabic (Speak)

# AWARDS AND HONORS

Karima, if you have any Awards, please insert them here. If not, no problem as we can just delete this section.

Do you think I can add Attendance and Rewards from Company?

# VOLUNTEERING

Same here, Karima – please insert any volunteer work done, if any.

NONE

# LICENSURE AND CERTIFICATION

Certified CompTIA Security+ CE

Certified Azure Fundamental Az-900

Certified Azure Administrator Az-104

Certified Fundamental Python

Certified Software Quality Analyst (CSQA)

Preparing for ITIL 4 Foundation

# AFFILIATIONS

If you’re a part of any professional organizations, list here, Karima.

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*References Available Upon Request*