MOUAD LISSOUFI
IT SUPPORT

CONTACT

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- Driver's License: B

PROFILE

I am a motivated and detail-oriented IT Technician with 2 years of hands-on experience in installing, configuring, and maintaining IT systems. I specialize in GLPI-based IT asset and helpdesk management, and network troubleshooting. I excel at diagnosing and resolving hardware, software, and system issues efficiently, ensuring system reliability and user satisfaction. I am committed to delivering operational excellence through proactive maintenance and effective technical support.

PROJECTS

- IT Asset & Helpdesk Management Solution with GLPI (Notifications, GLPI interface customization, LDAP authentication, SSL certificate, monitoring via Zabbix)
- Vulnerability Exploitation Tools (Metasploit)
- Internship Project: VOIP Solution Deployment

PERSONAL QUALITIES

- Serious
- Disciplined
- Motivated
- Team spirit
- Adaptability

EDUCATION

PROFESSIONAL BACHELOR'S DEGREE IN NETWORK, SYSTEM, AND SECURITY ADMINISTRATION
UITS (Union IT Services) CASABLANCA | *2024 – 2025*

SPECIALIZED TECHNICIAN DIPLOMA IN COMPUTER NETWORK TECHNOLOGIES
Specialized Institute of Applied Technology NTIC – Beni Mellal | 2020 – 2022

BACCALAUREATE IN EXPERIMENTAL SCIENCES — LIFE AND EARTH SCIENCES BRANCH
Omar Ibno El Khattab High School – Bradia, Fquih Ben Salah | 2019

PROFESSIONAL EXPERIENCE

IT HELPDESK TECHNICIAN
MIB TECH- Casablanca (Akdital-béni Mellal) , *Aout 2023 – Aujourd'hui*

- Installed, configured, and updated software and IT equipment.
- Diagnosed and resolved hardware and software issues efficiently.
- Managing GLPI incidents and IT asset inventory
- Created and followed up on incidents and support tickets in GLPI.
- Installed and configured VPN, Remote, Kaspersky, and GLPI agents.
- Assisted end-users in troubleshooting and resolving technical problems.
- Collaborated closely with other IT team members to ensure system reliability and performance.

IT TECHNICIAN
TILCO – Tangier , November 2022 – August 2023

- Installed and configured computers (hardware & software) and printers
- Configured and repaired scanners
- Installed and configured: Orli, Office 365, Teams, Outlook, Shoe Prode
- Managed software: Antivirus (AGW, McAfee, Avast…), AnyDesk, Macrium Reflect, PowerISO
- Diagnosed and solved network issues, participated in cabling (RJ45)
- Managed IT equipment and troubleshooting

SKILLS

- Installation, configuration, and maintenance of IT systems.
- GLPI-based IT asset and helpdesk management.
- Installation and deployment of software tools.
- Troubleshooting and resolution of system failures.

LANGUAGES

French, English& German