Salah Eddine Soussi

Cloud Support Engineer

0637797863 📞

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Casablanca, Morocco 📍

27 years old ♥

Certification

AZ-900: Microsoft Azure Fundamental

AZ-700: Designing and Implementing Microsoft Azure Networking Solutions

AZ-104: Microsoft Azure Administrator

PERSONAL SKILLS

Creative

Flexibility

Problem-Solving

Team work

LANGUAGE

ARABIC

ENGLISH

FRENCH

HOBBIES

Volleyball

Music

Games

EDUCATION

- ISTA – AGADIR | 2016 – 2018
  Diploma in Computer Networking.

- Faculty of Law, Economic and Social Sciences of Agadir| 2014 – 2016
  Economics and management.

- Hassan Ben Mohamed El Khyate High School | 2013 – 2014
  Baccalaureate in physical sciences and chemistry

WORK EXPERIENCE

- *Cloud Support Engineer*
  Arrow| AUG 2022 To Now
  ✓ Managing technical support queries relating to Microsoft Office 365, Azure, Intune, and Dynamics 365
  ✓ Delivering high quality support to partners and end customers
  ✓ Liaising between internal teams to answer any customer queries outside of my remit
  ✓ Head of training new members of staff on supporting Microsoft cloud products

- *IT Technician*
  Webhelp Morocco - LEIA| DEC 2019 To FEB 2022
  ✓ Deployment of MacOS and iOS devices
  ✓ Device management using JAMF management system
  ✓ Level 1, 2 and 3 support: MacOS, IOS, File server and network
  ✓ User management in Active Directory
  ✓ Vulnerability management via Nessus.
  ✓ Managing Fortinet Multi-factor authentication

PROFESSIONAL SKILLS

- Managing permissions and shares under Linux and Windows
- Windows 2012, 2016 server administration (Active Directory, Exchange and Hyper-V)
- Linux Administration
- Installation and configuration of Pfsense firewall
- Creating custom Power BI reports
- Mac OS administration
- PowerShell
- Scheduling/managing tasks using Microsoft Planner
- Automation of certain tasks using Power Automate