

Salah Eddine Soussi

Cloud Support Engineer

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Professional Experience

Arrow Electronics

Cloud Support Engineer

- Managing technical support queries relating to Microsoft Ofce 365, Azure, Intune, and Dynamics 365
- Involved in building, defining, and delivering the Microsoft support service from the ground up
- In charge of process development and documentation 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

08/2022 –
present
Casablanca

Webhelp (Concentrix)

IT Technician

- Active Directory administration. MacOS and iOS administration using JAMF management system.
- Creation and administration of Windows client OS's and applications (Windows 7-10, Ofce 365, Exchange and Windows Server Technology).
- Ensuring effective performance, integrity and security of all IT systems
- Setting up workstations and necessary peripheral devices, operating new software and computer equipment and Organizing/Scheduling upgrades and maintenance.

12/2019 –
02/2022
Agadir

Education

BAC+2

Ofppt - ISTA

- Linux and Windows Administration
- Network Administration (CCNA)
- Security (CCNP)
- Algorithm and C programming

2016 – 2018
Agadir

Certifications

Azure Fundamentals  <i>Microsoft</i>	01/2023
Azure AI Fundamentals  <i>Microsoft</i>	05/2025
Power Platform Fundamentals  <i>Microsoft</i>	10/2024
Microsoft 365 Certified: Fundamentals  <i>Microsoft</i>	10/2024
Azure Administrator Associate  <i>Microsoft</i>	01/2024 – 01/2026
Azure Network Engineer Associate  <i>Microsoft</i>	11/2023 – 11/2025
Azure Developer Associate  <i>Microsoft</i>	01/2025 – 01/2026
Security Operations Analyst Associate  <i>Microsoft</i>	01/2025 – 01/2026
Azure Solutions Architect Expert  <i>Microsoft</i>	10/2024 – 11/2026
DevOps Engineer Expert  <i>Microsoft</i>	05/2025 – 05/2026

Skills

Cloud Platforms

Azure
Aws
Oracle Cloud

Devops

Docker
K8s
Ansible
Terraform

Frontend Frameworks

VueJS
ReactJS

Coding and Scripting

Python
PHP
JavaScript
C#

Backend Frameworks

Laravel
Express
Dotnet