

YASSINE AASSILA

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Professional Summary

Proactive and technically skilled IT Support Technician (Level 2 – Field Operations) with strong experience in system administration, networking, and IT infrastructure management. Skilled in troubleshooting complex hardware/software issues, maintaining critical systems, and providing high-quality support to public sector clients across Morocco. Solid foundation in Windows Server, Linux, network security, and automation, with growing interest in Software-Defined Networking (SDN) and network architecture. Known for strong problem-solving, adaptability, and collaboration in hybrid field environments.

Experience

DATA PROCESS - IT Support Technician (Level 2 – Field Operations)	Fès, Morocco
<ul style="list-style-type: none">Provide advanced Level 2 IT support and field operations for multiple public sector organizations, including ABHS, Prefectures, ONP, DGI, TGR, CNOPS, and ministerial sites across Morocco.Manage and troubleshoot core infrastructure: Active Directory (AD DS), DNS, DHCP, WSUS, file servers, and backup systems.Diagnose and resolve complex issues across servers, networks, and user systems to ensure continuous and secure operations.Conduct nationwide site visits to assess, maintain, and upgrade IT systems.Support the setup, maintenance, and troubleshooting of networking devices, cameras, printers, and peripherals.Collaborate with central IT teams to implement security and performance best practices.Maintain detailed documentation on configurations, interventions, and incident reports for operational improvement.	Jul 2025 – Present
Université Privée de Fès(UPF)— Intern – IT& Network Infrastructure	Fès, Morocco Apr
<ul style="list-style-type: none">Designed a Flask-based web app with SQLite, HTML/CSS/JavaScript, and Google Apps Script for supplier and purchase order management.Integrated role-based access control, PDF/Excel reporting, and data dashboards using matplotlib and seaborn.Packaged the application into a Windows executable (PyInstaller) for easy departmental deployment.Participated in VLAN configuration, VPN setup, and Wireshark-based network analysis.Applied internal IT policies and contributed to system security through active collaboration.	2025 – May 2025

Technical Skills

System Administration: Windows Server (AD DS, DNS, DHCP, GPO), Linux (user management, SSH, scripting).

Networking: VLAN, VPN, NAT, ACL, OSPF, RIP, firewall configuration, LAN/WAN troubleshooting.

IT Support Tools: GLPI, Jira, Microsoft Office, LibreOffice.

Virtualization & Cloud: VMware, Hyper-V, Microsoft Azure (VMs, network setup, firewall).

Cybersecurity: ACL security, DoS/DDoS prevention, SDN-based threat detection.

Hardware & Peripherals: Installation, configuration, and maintenance of PCs, printers, and peripherals.

Soft Skills: Communication, teamwork, problem-solving, documentation.

Education

Diploma in Digital Infrastructure (Network & Systems) Centre Mixte de Formation Professionnelle El Adarissa – Fès, Morocco	Sept 2023 – June 2025
Baccalauréat Sciences Physiques, Lycée Qualifiant–Fès,Morocco	Graduated in 2021 - 2022

Courses

Cisco CCNA 1–3 – Networking, Routing, Switching, Security & Automation	2024-2025
NetworkSecurity-24-25 – Network Security	Apr 2025

Languages

ARABIC :Native speaker | ENGLISH : (B1 -B2) | FRENCH : working knowledge

Additional

Fast learner with strong adaptability to new technologies. Open to international relocation and remote work.