

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

- 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.

Université Privée de Fès(UPF)— Intern – IT& Network Infrastructure

Fès, Morocco Apr

- 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.

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

Graduatedin 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.