ABDELLAH YOUSFI

IT Service Desk Team Leader

PROFILE

A highly motivated IT support with hands-on experience of providing high quality IT support and software development.
Creative thinker with a solution-oriented approach.

PHONE

+48 78 505 7340

EMAIL

abdellah.y.ouahabi@gmail.com

ADDRESS

Osiedle Piastowskie 85/11
Poznan, Poland

PROFESSIONAL EXPERIENCE

Technical Support III

Lumen Technologies, PL
Jan 2020 – Present

- Managed technical escalations and assisted technicians in solving complex issues.
- Created and implemented new automation scripts and power automate flows to speed up workflow and reduce mistakes.
- Developed and implemented SharePoint extensions and webparts as requested using Typescript and ReactJS.
- Worked in migration and automation projects.
- Provided regular training opportunities to keep the technicians technologically updated.
- Created and maintained technical documentation.
- Worked closely with the stakeholders to ensure the requirements are met.

Technical Support II

Lumen Technologies, PL
May 2018 – Dec 2019

- Provided 1st and 2nd line IT support remotely.
- Provided end user support of Office365 services (Exchange, SharePoint, Teams, Azure AD).
- Administrated and managed Active Directory and other clinical applications.
- Escalated user support requests to higher-level IT support experts if not able to resolve the issue.

EDUCATION

Jun 2009

Bachelor's Degree in Computer Science

Technical University Of Tangier, Morocco

KEY SKILLS

Customer service

SPFX

REST API

Power Automate

SharePoint

GITHUB

Office365

- Documented, Tracked, and monitored issues/request to ensure timely resolution.

IT Support

Sunborn Yacht Hotel, GB
Mar 2013 – Aug 2017

- Delivered high quality IT support to colleagues and guests across the hotel.
- Provided support for all type of hardware (PCs, Printers, switches, EPOS, and IP phones).
- Managed and administered Google suite.
- Performed basic network troubleshooting and configuration.
- Investigated and troubleshooted complex IT issues.
- Ensured security and privacy of networks and computer systems.
- Managed and monitored servers and data storage.

Web developer

ISMO, MO
Jun 2010 – Aug 2012

- Developed websites for variety of companies while maintaining consistent feel and brand awareness.
- Discussed options with clients to make sure websites meet their needs as well as the needs of their customers.
- Provide technical support to high-level users.
- Participated in weekly mentoring sessions with web developers within the organization.

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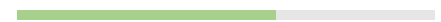Osiedle Piastowskie 85/11
Poznan, Poland

LANGUAGES

English (Fluent)

Spanish (Fluent)

French (Intermediate)

Arabic (Native)