

Anas Zrioual

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Professional Summary

IT professional with over 2 years of experience in software development and end-user technical support. Skilled in troubleshooting software issues, providing user training, and optimizing systems to support business operations. Improved operational efficiency by implementing automated workflows. Seeking a User Support Technician role to leverage technical expertise and communication skills.

Technical Skills

- **Languages:** C#, Python, SQL, JavaScript, HTML, CSS, PHP,
- **Frameworks:** .NET, WPF, React.js, Laravel, Entity Framework
- **Tools:** Azure, Git, Visual Studio, Redis, SQL Server
- **Other:** Agile workflows, API integration, user training, WordPress

Professional Experience

Junior Full-Stack Developer, *Graviton Technologies, Casablanca, Morocco (2021–2024)*

- Developed and maintained 8+ Windows desktop applications (C#, WPF) for inventory and finance management, supporting 250+ users.
- Built responsive web applications (React.js, Laravel), improving operational efficiency by ~30% across multiple business units.
- Provided technical support and troubleshooting for 250+ end-users of inventory and finance applications via ServiceNow, resolving issues and reducing downtime.
- Conducted hands-on training sessions for 25+ staff using TeamViewer, accelerating adoption of new systems and streamlining operations.
- Collaborated with cross-functional teams to gather feedback and iterate on solutions, delivering projects on schedule and meeting objectives.
- Used **Zendesk** to track and prioritize 15+ weekly tickets (e.g., printer setup, software installation).

Projects

- Developed **Day Trader Assistant** (C#/WPF/LINQ) – a desktop tool integrating real-time financial news and risk analysis to support day trading decisions.
- Built **Hashico Booking System** (PHP, MySQL) – a web application for managing 200+ monthly pet grooming appointments, improving efficiency and user experience.
- Created **A Tangled Web** price scraper (C#, Web Scraping) – a tool to monitor competitor prices, improving price tracking accuracy by 35%.
- **Book Management Application** (React.js): Designed a web app to manage a collection of books with full CRUD operations, improving data organization and user interaction

Education

- **Mohawk College**, Hamilton, ON — Computer System Technician (Software Support) Diploma
- **Specialized Institute of Applied Technology**, Rabat, Morocco — Technician Diploma, Computer Multimedia Development, 2019.

Certifications

- *Microsoft Azure Fundamentals (AZ-900), 2025.*

Languages

- *English (Professional); French (Limited).*

Leadership & Volunteer Experience

- **Lead Organizer, Morocco Tech Community Hackathon (2023):** Guided 10+ developers to build a real-time e-commerce analytics tool (React.js, Node.js). Emphasized clean code practices and agile workflows to meet tight deadlines and foster collaboration.