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Professional Summary

I am seeking a full-time position in **Information Technology**, where I can apply my knowledge and contribute to a dynamic team. My learning journey has been driven by **online courses and in-depth study of technical books**, allowing me to build a strong foundation in **troubleshooting, system optimization, network engineering, web development and security principles**. I am eager to collaborate with professionals, contribute to meaningful projects, and grow alongside the team to achieve collective success.

Education

Compia A+ (2022): a globally recognized credential that validates foundational skills in information technology, including hardware, software, networking, and security.

CCNA (2023): a comprehensive foundation in networking, covering essential topics such as network fundamentals, IP connectivity, security principles, and automation.

CCNP encore (2024): advanced knowledge in enterprise networking. It covers topics such as dual-stack (IPv4 and IPv6) architecture, virtualization, infrastructure, network assurance, security, and automation.

TryHackMe/Hack The Box (2024): online platform for learning cybersecurity through hands-on exercises and labs providing real-world scenarios to develop practical skills.

Windows Server 2019 (2025): advanced knowledge in enterprise server management, focusing on Active Directory (AD) and its administration, covers topics such as deploying and configuring Active Directory Domain Services (AD DS), implementing Group Policy for centralized management, managing user and group accounts, and ensuring security through access controls.

Other resources: vast selection of programming courses covering languages like Python, Java, and web development. Courses cater to various proficiency levels and include practical exercises from Udemy, Edx and Books...

Skills

Soft Skills:

- **Problem-Solving**: Quickly identifying issues and implementing effective solutions
- **Communication**: Clearly conveying technical information to non-technical users.
- **Adaptability**: Staying current with evolving technologies and adjusting to new systems
- **Customer Service**: Ensuring user satisfaction through patient and attentive support.

Technical Skills:

- **Troubleshooting:** Proficient in diagnosing and resolving complex issues related to hardware malfunctions, software glitches, and network connectivity problems.
 - **Operating Systems:** Proficiency in Windows Server, Linux/Unix systems and Mac.
 - **Routing and Switching:** Knowledge of VLANs, STP, HSRP, VRRP, and GLBP
 - **Network Protocols:** Proficiency in TCP/IP, OSPF, BGP, EIGRP, is-is, and MPLS.
 - **Network Security:** Experience with configuring and managing firewalls (e.g., Cisco ASA, Palo Alto, Juniper SRX), Intrusion Detection Systems (IDS), and Intrusion Prevention Systems (IPS).
 - **Help Desk Software:** Skilled in utilizing industry-standard help desk platforms such as Jira, Zendesk, and Freshdesk.
 - **Endpoint Detection and Response (EDR):** Familiarity with solutions like CrowdStrike or Carbon Black to detect and investigate endpoint threats.
 - **Intrusion Detection and Prevention Systems (IDS/IPS):** Experience with systems such as Snort or Suricata to monitor network traffic for suspicious activities.
 - **Programming and Scripting Languages:** familiar in Python, C, and C++, with experience in automating tasks using PowerShell and Bash, and web technologies including HTML, CSS, and JavaScript.
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Experience

RYD MediaTech

Web Developer / penetration tester / IT support • Fès, LOT Al Wafae

04/2025 - Present

During my internship at RYD MediaTech, I gained hands-on experience in web development, cybersecurity, and IT support. I collaborated with a multidisciplinary team to develop and secure web applications, conducted penetration testing to identify and mitigate vulnerabilities, and provided technical assistance to resolve IT issues. One notable project was the "AIGC Challenge," an AI competition organized by a club at Université Sidi Mohamed Ben Abdellah, where I contributed to building the event's website, ensuring its security, and supporting the team with technical challenges related to design and video editing. This experience enhanced my technical skills and reinforced the importance of cross-functional collaboration in delivering successful digital solutions.

Cyber mohsin (Internet Cafe)

Customer Service Representative • fes, narjis

07/2024 - 09/2024

I provided comprehensive support to customers, assisting with computer usage, internet access, and troubleshooting technical issues to ensure a seamless experience. I maintained and configured software applications, managed daily operations, and enforced internet usage policies to promote a secure environment. By fostering a welcoming atmosphere and effectively multitasking in a dynamic setting, I consistently met customer needs and upheld high service standards.

Languages

English, French, Arabic

Links

- **linkedin:** <https://www.linkedin.com/in/ayman-dakdaki/>
- **Website:** <https://personalweb00000ayman.on.driv.tw/www.ayman.blog/ayman.htm>
- **GitHub:** <https://github.com/aymane-dakdaki/personal-projects>