

# Aymen MATTOUSSI

Software Engineering Student — IT Support & Systems Administration  
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## Summary

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Software Engineering student specialized in Software and Information Systems. Experienced in IT support, systems administration (Windows Server, Linux), and network management (Cisco, security, monitoring). Autonomous and solution-oriented, with strong problem-solving, adaptability, and teamwork skills.

## Experience

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**Ulysse Hyper Distribution (Carrefour) — IT Technician** Sep 2023 – May 2025  
*Al Marsa, Tunisia*

- Prepared and deployed IT equipment (hardware/software installation and configuration).
- Integrated and migrated systems; managed licenses and inventories.
- Performed backups, restorations, and applied security procedures.
- Provided Level 1 & 2 technical support remotely and on-site.
- Ensured reliability, autonomy, and adherence to security standards.

**Progress Engineering — Mobile Development Intern (Final Year Project)** Feb – Jun 2023  
*El Ghazala Tech Park, Tunisia*

- Designed and developed a mobile app for **beekeeping management**.
- Implemented features for geolocation, hive tracking, and harvest monitoring.
- Improved user interface and experience for better usability.

**Progress Engineering — Mobile Developer (Summer Internship)** Aug 2022  
*El Ghazala Tech Park, Tunisia*

- Developed a **food delivery mobile application** using **Firebase** and **Ionic**.
- Integrated a real-time database for order tracking and user management.
- Collaborated with a small team to ensure delivery of a functional prototype.

## Education

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**TEK-UP University, Tunis** 2023 – Present  
Engineering Degree in Software and Information Systems

**Higher Institute of Applied Languages and Computer Science (ISLAIB), Béja** 2020 – 2023  
National Bachelor's Degree in Software Engineering and Information Systems

## **Technical Skills**

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- **Systems Administration:** Windows Server, Active Directory, Linux
- **Networking:** Cisco equipment, supervision, network security
- **ERP Tools:** Meti V9, SAP
- **Support:** Level 1 & 2 incidents, remote troubleshooting
- **IT Management:** Inventory, migrations, backups, security compliance
- **Programming Basics:** Python, JavaScript, PHP

## **Soft Skills**

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Autonomy, Rigor, Problem Solving, Teamwork, Communication, Adaptability, Sense of Responsibility

## **Languages**

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- **Arabic:** Native
- **French:** Fluent
- **English:** Intermediate

## **Interests**

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Technology watch, personal development, sports, reading, video games