

MARWAN FILALI

ENTRY-LEVEL IT SUPPORT SPECIALIST

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<https://filali-portfolio.vercel.app>

SUMMARY

Google-Certified IT Support Specialist with experience in hardware/software troubleshooting, Active Directory, and Group Policy automation. Hands-on home lab experience and a strong drive to provide effective technical support.

WORK EXPERIENCE

Technical Projects | 2024-2025

- Built a fully functional Windows Server 2022 domain in a home lab environment, **managing user accounts** and group policies for **20+ virtual machines** to simulate an enterprise setting.
- Configured network services and **troubleshooting methodologies**.
- Implemented **file security** and **access control systems**.
- Automated **software deployment** across a lab domain environment using **Group Policy**, dramatically **reducing manual installation time** and ensuring consistent configurations.
- Detailed documentation: filali-portfolio.vercel.app

Sales Consultant | 2022-2023

- Assisted **30+ daily customers** with product inquiries and purchases
- Developed **strong customer service** and **communication skills** through direct client interactions
- Managed store operations including cash handling, inventory management
- Handled multiple responsibilities simultaneously in **high-traffic weekend periods**

Freelance IT Support

- Diagnosed and resolved **hardware/software** issues for 50+ personal devices (PCs, laptops, mobile devices)
- Performed **system imaging, data backup, and recovery operations** to prevent data loss
- Secured and optimized home networks for **10+ clients** by configuring wireless routers and implementing **WPA2 security protocols**, eliminating connectivity issues.
- Provided technical guidance and support to **non-technical users** in clear, understandable terms

EDUCATION

- **Professional Bachelor's Degree in Information Technology | 2023 – 2024**
Hassan II University of Casablanca – Faculty of Ain Chock
- **Associate Degree in Digital Infrastructure and Cybersecurity | 2021-2023**
OFPPT , Casablanca
- **High School Diploma in Science | 2020-2021**

TECHNICAL SUMMARY

- **Skills:** Troubleshooting, Hardware & Software Installation, System Maintenance, Network Configuration, Technical Documentation
- **Certifications:** Google IT Support Professional, ALX Professional Foundation , ALX Cyber Security Specialization (currently in progress)
- **Operating Systems:** Windows Server 2022, Windows 10/11, Linux (Ubuntu), Android, iOS
- **Virtualization:** VMware Workstation, Oracle VirtualBox
- **Tools & Scripting:** PowerShell, Git, GitHub, VS Code, scripting, version control
- **IT Management:** Jira Service Management, Zendesk, Ticketing Systems, SLA Management