

MARWAN FILALI

ENTRY-LEVEL IT SUPPORT SPECIALIST

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

SUMMARY

Google-certified IT Support Specialist with hands-on experience in Windows Server administration, Active Directory, and network troubleshooting. Proven ability to automate processes, resolve technical issues efficiently, and deliver clear support to non-technical users. Eager to contribute to a collaborative team and drive improvements in system reliability and user satisfaction.

EXPERIENCE

Technical Projects - Home Lab (Windows Server domain)

- Built and administered a Windows Server 2022 domain managing 20+ VMs: **user accounts** lifecycle, **Group Policy** design, and **access control** to emulate enterprise environments.
- Automated **software deployment** and configuration via Group Policy, reducing manual setup time and ensuring consistent endpoint configuration.
- Configured **DNS, DHCP, file shares, NTFS permissions**, and implemented **backup/restore** procedures to maintain data integrity.
- Documented design, procedures, and troubleshooting guides (portfolio: filali-portfolio.vercel.app).

Freelance IT Support

- Diagnosed and resolved **hardware and software** issues for 35+ devices (desktops, laptops, mobile), achieving high client satisfaction through clear, non-technical explanations.
- Performed **system imaging, backup and recovery** (disk cloning, restore workflows) and **OS reinstallations** to minimize downtime and prevent data loss.
- Secured and optimized **home networks** for 10+ clients by configuring **routers, WPA2, port forwarding and basic firewall** settings to eliminate connectivity and security issues.
- Provided technical guidance and support to **non-technical users** in clear, understandable terms.

Sales Consultant

- Assisted 30+ customers daily, strengthening **communication and customer-service skills** applicable to user support and incident triage
- Managed cash handling, inventory, and peak-period operations, demonstrating reliability and **multitasking under pressure**.

EDUCATION

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

CERTIFICATIONS

- Google IT Support Professional Certificate*
- ALX Professional Foundation (completed)*
- ALX Cyber Security Specialization (in progress)*

TECHNICAL SKILLS

Troubleshooting | Windows Server 2022 | Windows 10/11 | Microsoft 365 Administration | Active Directory & Group Policy | Azure Active Directory | PowerShell | Ubuntu Linux | VMware & VirtualBox | Network Configuration (DNS, DHCP, TCP/IP) | System Imaging & Backup | Hardware Repair | Jira Service Management | Git & GitHub | Customer Service.