**Hamid Id Azzi**

921 Tracy PL, Mason, Ohio 45040

(513) 399-4675 | [idazzihamid@gmail.com](mailto:idazzihamid@gmail.com)

**Date available to begin work:**  Immediately

**SUMMARY STATEMENT**

Detail-oriented and adaptable IT Specialist with proven experience in system administration, customer support, and IT service management. Skilled in diagnosing and resolving hardware, software, and network issues, configuring and maintaining computer systems, and providing technical assistance to diverse end-users. Experienced in diagnostic repair of mobile devices, system diagnostics, and IT inventory management. Adept at supporting complex IT environments and collaborating on enterprise-level projects. Equipped with CompTIA training (A+, Network+, Security+), a Master’s degree in Data Analytics, and hands-on expertise in troubleshooting, configuring, and maintaining secure IT infrastructures. Committed to safeguarding information systems through initiative, problem-solving, and customer service excellence.

**PROFESSIONAL SKILLS**

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| **Education** | Master of Science in Data Analytics. Western Governors University.  Bachelor of Science: Science Economics. Cadi Ayad University.  High School Degree in Science. Baba Sahra High School. |
| **Employment** | Motivated and dedicated professional with a solid technical background. A proven leader and collaborative team player, consistently driving organizational success through initiative and hard work. |
| **Personal** | Strong work ethic with a positive and proactive approach. Organized, focused, and continuously striving to achieve goals and exceed expectations. Passionate about helping others and fostering growth. Enjoys sports, reading, and exploring new ideas and perspectives. |

**PROFESSIONAL WORK EXPERIENCE**

***Technical Operations Manager,*** September 2014 – Present

C***ellutionz* cell phone & laptop repair,** Cincinnati, OH  
**Job Type: 50** hours per week, Full-Time  
**Business Owner** Hamid Id Azzi, (513) 818-8063

• *Provides software support, troubleshooting, and installation. Identifies, researches, and resolves technical problems. Maintains, analyzes, troubleshoots, and repairs computer systems, computer peripherals, electronic devices, cell phones, and tablets.*

• *Documents, maintains, upgrades, or replaces hardware and software systems*

• *Provided exemplary customer service and ensured smooth administrative operations in alignment with industry standards.*

• *Provided training for employees and managed work in a fast-paced environment.*

• *Supports and maintains user account information, including rights, security, and systems groups.*

• *Inventory management, organizes, manages, and maintains onsite equipment.*

• *Maintains, manages, and supports multiformat printers, label printers, and scanners.*

• *Installed, configured, performed, tuned, administered, and troubleshot all in-house computer-related hardware, software, database, network, communication, and multimedia systems.*

• *Collaborate with all levels of customers to provide effective solutions to business and operational problems while also assisting in developing associates’ technical competencies.*

• *Responds to questions from callers and walk-ins; remotely assists customers with technology problems.*

**Teach Arabic language**,May 2012 – January 2014

**Cincilingua International Language Center**, Cincinnati, OH

**Salary**: $17 per hour

**Job Type**: 5 hours per week, Part-time  
**Supervisor:** Mr. Jackie Smith, (513) 721-8782

• Teach Arabic language and Arabic culture to non-native speakers

• As an Arabic Teacher, I am dedicated to planning and delivering practical lessons tailored exclusively for adult learners, aiming to enhance their Arabic language skills.

• I excel in creating customized lesson plans, regularly assessing student progress, and providing constructive feedback to ensure the achievement of learning goals.

**Economics Instructor**, September 2012–April 2013

**University Ibn Zohr**, Agadir, Morocco

Job Type: 32 hours per week, part-time

**Supervisor**: Ahmed Ghalou, (+212) 5 28 77 02 30

• Graded and evaluated student assignments, papers, and coursework.

• Supported student teachers by mentoring on classroom management, lesson planning, and activity organization.

• Registered student progress and attendance on a database to enable tracking history and maintain accurate records.

• Implemented creative ways to foster curiosity for complex principles through hands-on learning and planned activities.

**Director and Franchise Owner**,October 2009 – Mars 2013

**Wafa Salaf,** Guelmim, Morocco  
**Job Type**: 46 hours per week, Full-Time  
**Supervisor:** Ali Hajir, [a.hajir@wafasalaf.ma](mailto:a.hajir@wafasalaf.ma)

• Directed all operational, financial, and administrative aspects of the franchise, ensuring compliance with corporate policies and local regulations.

• Oversaw loan and credit product offerings, including personal and car loans, life insurance, and mortgage agreements, ensuring accurate client assessments and eligibility verification.

• Managed a team of three employees, including recruitment, training, and performance evaluations, fostering a culture of collaboration and high performance.

• Ensured the quality and accuracy of financial documents, customer agreements, and compliance with risk management standards.

• Negotiated with clients and partners to optimize contract terms, ensuring mutual satisfaction and business success.

• Conducted in-depth market analysis to identify growth opportunities and develop strategies to increase market share.

• Established the franchise as a top-performing branch, earning recognition for customer service excellence and operational compliance.

• Improved processing efficiency by implementing streamlined workflows, reducing turnaround time for loan applications and approvals.

• Successfully managed high-value financial portfolios while complying with regulatory standards and corporate policies.

**Account Manager**,May 2012 – January 2014

**Credit of Morocco,** Guelmum, Morocco  
**Job Type**: 40 hours per week, Full-Time  
**Supervisor:** Mahna , ([+212) 5288-73223](https://www.google.com/search?q=crefi+du+maroc+guelmim&rlz=1C1VDKB_enUS1057US1057&oq=crefi+du+maroc+guelmim&gs_lcrp=EgZjaHJvbWUyBggAEEUYOTIICAEQABgWGB4yCggCEAAYgAQYogQyCggDEAAYgAQYogQyCggEEAAYgAQYogQyBwgFEAAY7wXSAQg2NDcyajBqN6gCCLACAQ&sourceid=chrome&ie=UTF-8)

• Managed a portfolio of high-value clients, providing tailored financial solutions to meet their banking, investment, and credit needs.

• Conducted in-depth financial analyses to assess client eligibility for personal loans, mortgages, and credit lines.

• Ensured compliance with banking regulations and internal policies during all client onboarding and account management phases.

• Prepared and reviewed financial documents, including credit agreements, loan applications, and risk assessments, ensuring accuracy and adherence to standards.

• Delivered exceptional customer service, efficiently resolving client inquiries and issues while maintaining high satisfaction rates.

**EDUCATION**

**Master of Science Data Analytics,** December2023

Western Governors University - Millcreek, UT GPA 3

**Master of Science: Science Economies** July 2012

Institute of Arabic Studies and Research, Cairo, Egypt GPA 3.8

**Bachelor of Science in Economics: Science Economics,** July 2006

Cadi Ayad University, Marrakech, Morocco.

**High School Degree in Science**, July 2000

Baba Sahra High School, Guelmim, Morocco.

**CERTIFICATIONS/ACHIEVEMENTS**

**Become a data analyst**. LinkedIn Certification. 1/22/2023 (Certificate ID: cf44ec8d092fca6ee75057c075cfd6f13a7f79a8bae9663e8ff7b16c5d6e731c)

**Training Certificate**: CompTIA A+, Network+ Security+, New Horizons, Cincinnati, Ohio, 2014

**Technical Support Fundamentals, Google Certificate**, 2020. [https://coursera.org/share/3368ecd0480db8Certificate ID: cf44ec8d092fca6ee75057c075cfd6f13a7f79a8bae9663e8ff7b16c5d6e731c10b1dd7551d8d1e56b](https://coursera.org/share/3368ecd0480db810b1dd7551d8d1e56b)

**VOLUNTEER EXPERIENCE**

**Volunteer Experience, Mason City Schools:**

**Multilingual Family Mentor, Mason City Schools – Mason, OH February 2025 – Present**

Assisting multilingual families in navigating the school system and accessing available resources.

Supporting students and parents by guiding educational opportunities and community services.

Participating in training and development to strengthen mentorship skills and cultural competency.

Collaborating with school staff to enhance communication and engagement with diverse families.

**Mason Elementary Reading Challenge Volunteer January 28, 2025**

Assisted with counting monetary donations collected during the school's Reading Challenge fundraiser.

Assembled prize bags for participants, ensuring accuracy and quality.

Collaborated with event organizers to support the efficient execution of the fundraiser.

Contributed to the success of a community literacy initiative to foster a love for reading among students.

**Field Trip Volunteer May 1, 2023**

Collaborated with trip coordinators to organize and facilitate a field trip for 29 students to Caesar's Creek State Park.

Supervising and guiding students during educational activities, including exploring the park's nature center, investigating pond water, and digging for fossils.

Provided support to trip leaders and park staff to ensure the safety and enjoyment of all participants.

Demonstrated strong teamwork and communication skills in working with other parent volunteers and trip coordinators.

Contributed to the success of the field trip through active participation and engagement with students and other volunteers.

Received appreciation from trip organizers and gratitude from participating families for volunteer efforts.

**Field Trip Volunteer September 19, 2023**

Actively participated in Camp Joy's mission to inspire personal growth and community influence through experiential learning.

Facilitated engaging activities focused on leadership development, safety, and fostering positive relationships among campers.

Demonstrated commitment to Camp Joy's values, including Safety, Epic Service, Passion and Positivity, Building Relationships, and Accountability and Communication.

Collaborated with fellow counselors to ensure a supportive and enriching environment for all participants.

Contributed to the success of Camp Joy's renowned Leadership Challenge Workshop, aligning with the organization's vision to create a better world through lifelong learning experiences.

**Classroom Volunteer, 4th Grade GPS Gifted Student Class**  **October 24, 2021**

Assisted in classroom activities by distributing popcorn to students during designated periods.

Supported the teacher in maintaining a positive and engaging learning environment for gifted students.

Demonstrated reliability and responsibility in fulfilling assigned tasks within the classroom setting.

**Classroom Volunteer, Camp Read-A-Lot 4th Grade GPS Gifted Student Class September 24, 2021**

Volunteered to distribute beads to children at Camp Read-A-Lot, fostering a love for reading and literacy.

Engaged with campers positively and encouragingly, contributing to the overall enjoyment of the camp experience.