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# Personal Profile

Full Name: Amar Amiour

Date and place of birth: 08/22/1980.

Gender: Male.

Civil statute: Married.

Location: N21 Sidi Youcef Beni Messous, Algiers, Algeria

Phone Number: +213793 555 916

Email ID: [amiouramar@gmail.com](mailto:amiouramar@gmail.com)

# Career Summary:

* IT System Support and Administration.
* IT Project Management and Network Systems Administration.
* Technical writing.

# Work Experience:

* **June 2019 until March 2020**: IT Engineer at XML international UK.
* **Marsh 2019 until May 2019:** Direct Sales Executive For Vodafone Qatar projects.
* **November 2018 until January 2019**: Algeria Sales and Marketing representative at VIZOCOM “VSAT Internet Access provider”.
* **July 2018 until November 2018**: Assigned to IT Department “France AstraZeneca’s Factory” for DRP, DATA integrity, and Technical writing Tasks.

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# Job Description:

* **Service delivery for France “Dunk irk” site operations:**
* Data Integrity for Industrial Work-Stations
* Perform DRPs “disaster Recovery Processes” for Laboratory.
* Analyst and Knowledge base writer.
* Knowledge base Creation for different running projects.
* **February 2016 until July 2018**: IT Architect at AstraZeneca Algeria.

# Job Description:

* **Service delivery for future site operations:**
* To define volume of provided services regarding business needs
* Participate in the work on network & hosting design
* Work with general contractor infrastructure installation, server room and switch rooms facilities, (climate, UPS, security).
* Oversee the execution of works & quality check
* Control the handover from general supplier to AstraZeneca
* **Prepare site to BAU “Business as Usual”:**
* Contract & manage local suppliers
* Create a local and global support model.
* Act as local IA & IT security manager
* Create IT security and service-related policies, SOPs,
* Instructions and more.
* Perform user acceptance tests regarding IT Infrastructure.
* Prepare end user computing.
* Work with AZ and non‐AZ Security and other related systems.
* Provide second line support

 **April 2014 to February 2016**: External IT SUPPORT at Astra Zeneca UK LTD Algeria.

 **January 2012 April 2014**: IT First LINE SUPPORT multiples Multinational companies “Sanofi Aventis, Novo Nordisk A/S …”.

# Job Description IT Support:

* Diagnostic and find solution for incidents on
* workstations environments including Windows Microsoft Office, Mobility solutions and or full web Apps.
* Asist users by remote control or directly on their work-station.
* Create/Assign/Resolve tickets and eventually escalate to global support groups.
* Installation configuration and administration of new devices including mobile ones
* Coordinate with SFE team on different Analyses and perform some extractions and calculations.
* Take care of the infrastructure functionality and continuity and raise unresolved incidents to the Global support groups.
* Follow up and maintenance of all IT and network Equipment
* Troubleshooting network issue “CISCO VPN….”
* Support users on worldwide Visio Conferences,
* **Marsh 2011/August 2011**: IT help desk at MOBISERVEHOLDING “Sevitec”.
* **May 2007 /November 2009**: Administrator installer, VSAT. (First Mark Network) at

multiples Multinational companies.

# Education:

 **1995 to1998**: Technical studies at “**Ibn El Haithem**”

Technical High School”: High school Diploma “Technical”.

 **1998 to 2001**: Mechanical Engineering at “University Of BOUMERDES” in Algeria.

 **2002 to 2005**: Information Technology at “the Algerian

Chamber of Commerce and Industry”.

Diploma of “**Senior IT Technician (hard/soft/networking**”.

# Certifications & Achievement:

* Certified Global REMEDY “Novo Nordisk Denmark”. Certified Manage-Engine from NovoNordisk A/S.
* Certificate of course completion “Windows 7 & Office 2010”.
* CCNA1-CCNA2 “Academy”.
* Afaria Administration “Remote Mobile Device Management tool”.
* Excel: Mostly doing some SFE extractions & analyses on several systems, according to company processes.
* Configuration and Administration of Mobile device.
* GOLIVE of ONEDEVICE Project and IOSELAS app at Novo Nordisk A/S.
* GOLIVE of Workday for AstraZeneca.
* GOLIVE for New support Model “Service Desk”.
* Migration and Administration of: “Windows XP/7/10/Office 2007/2010/2016.
* Air Watch Administration at AstraZeneca “Remote Mobile Device Management tool”.
* Certified Service Now from AstraZeneca for local and global issues.
* Certified Kaspersky Endpoint Security Cloud 2020
* Certified Kaspersky Hybrid Cloud Security 2020
* Certified Kaspersky Endpoint Security for Business 2020

# Languages:

* English Level: Advanced
* French Level: Proficient
* Arabic Level: Native