Taoufik Ammi

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https://lbladma.github.io/My_Portfolio/resumes.html

Summary of Qualifications

- Full Stack Web Developer and an aspiring CyberSecurity professional with a Computer Science BA degree, and 10+ years experience working in IT as a senior computer engineer.
- Currently transferring my extensive IT experience and knowledge towards specializing in Software Development and Cyber Security.

Top Skills

Team Player. Communication, Problem Solving, System administration, Trouble-shooting, Active directory, Domain/Local users/groups/computers management, Windows Firewall, Windows Security, Windows Defender, Symantec EndPoint Security, Antivirus Scanning, Desk, Desktop/Technical Support, Service Desk, Customer Satisfaction, Application/Server/Network Monitoring, Problem-Solving, Hardware/Software, Administration/Installation, EPIC healthcare Software support. Medical and hospital systems. Hospital pagers. Customer Service, Billing Support. Project implementation, Devices Setup, Mac, Linux commands, cmd, PowerShell, Linux/Windows hardening. POS, Aloha, MenuLink, Taleo, SCCM. CFC, NCR, Radiant, KDS, NBO. ServiceNow. HP manager. CRM. Zendesk. LAN/WAN/WAP. Routing/Switching. Network protocols. OSI Model, TCP/IP utilities, Nmap, Wireshark, packet analysis, RDP, pfSense firewall, System patching, disable unused services, Microsoft Active Directory, Windows Server Manager.

Work Experience

Senior Information Technology Specialist   2020 – Present
HCL Technologies   Raleigh, NC
- Coordinated and managed relationships with vendors and support staff that provide hardware / software / network problem resolution.
- Use the Incident Management System to document and manage problems and work requests and their respective resolutions and circumventions.
- Answered telephone calls, email, instant messages, and assigned tickets from users; Assign work orders / incidents to appropriate support teams and follow up until closure which helped 90% of backlog tickets, and meet 95% SLA metrics.
- Participated in on-going training and departmental development which allowed the team to stay updated with policies and new procedures.

Taleo HealthStream Tier II Remote Support Specialist   2019 – 2020
Tenet Healthcare   Dallas, TX
- Provided in person and phone support to internal employees in regards to Taleo software and other HR applications.
- Worked with employees to troubleshoot, diagnose, and resolve system access and functionality issues.
- Provided one-on-one system coaching/training as necessary.
- Assisted the team in running reports and capturing metrics and complete 95% of related projects zon time and as requested
- Daily tasks included but not limited to answering calls. Responding to emails. And reviewing tickets logs and handling requests in a timely manner.
- Reported to team leads or manager with system issues outages and updates.

Level 2 Support Technician 2018 – 2019
NEC Corporation Irving, TX
- Provided technical assistance to corporate customers, vendors, service providers with the following: critical system failure, hardware or software issues, general questions, clarification on operational procedures, or require one-on-one training for specific functions with their personal computer.
- Developed or assisted in development of documentation and standard operating procedures and customer service guidelines relating to IT support of Retail Solutions support systems.
- Worked with team members and management to ensure technical issues are handled and escalated.

Tier III Restaurant Support Analyst 2018 – 2019
Pei Wei Irving, TX
- Supported in-house developed and third party applications such Aloha Mobile, NCR, Radiant, KDS QSR Auto, Command Center, CFC, MenuLink, Taleo, OLO, and multiple restaurant systems applications.
- Used CCM,VNC,RDP to remote into restaurant File servers and terminals to troubleshoot any issues.
- Scheduled and followed-up of service with vendors; provide hardware, network, and peripheral device installation and troubleshooting.

Client Support Professional 2017 – 2018
Brinker International Dallas, TX
- Supported in-house developed and third applications such Aloha Mobile, NCR, Radiant, KDS QSR Auto, Command Center, CFC, MenuLink,Taleo,
- Used Windows Server 2003/2008 for AD related issues including but not limited to users/groups access rights/permission.
- Worked with vendors to provide hardware, network, and peripheral device installation and troubleshooting.

Cloud Client Support Professional 2016 – 2017
D&H Financial Technologies Irving, TX
- Worked cohesively with regional teams and other groups to ensure client services and projects are deployed to plan.
- Used PowerShell to perform multiple admin tasks, manage registry, and access event logs.
- Used C3 cloud platform to access clients cloud portal. Troubleshoot any C3 log in or access issues.
- Supported XenApp and used it to access clients' servers and virtual machines.

Onsite IT Technician 2016
JWDanforth Buffalo, NY
- Deployed and managed multiple projects in place and ensured the completion by the due date and planned future projects.
- Provided one on one, phone, and email support to troubleshoot users' technical problems, concerns and answer any technical questions
- Configured and tested new assigned devices for users such as iPhones, iPads, Laptops, Surface Pros and worked the team to deploy all devices.
- Used VMware/SCCM to remote into servers and VPCs to troubleshoot any issues.
- Used Windows Server 2003/2008 for AD related issues including but not limited to users/groups access rights/permission.

Epic Software Support 2015-2016
Children's Hospital of Buffalo Buffalo, NY
- Answered calls and responded to users' emails in regards to EPIC or any health system application.
- Provided technical support to the hospital's staff including but not limited to doctors and nurses.
- Helped users upgrade to the latest version of EPIC software system.
- Route any non-related EPIC questions or concerns to the correct department or group.
- Conducted follow up calls to users to ensure resolution and software full functionality.

Tier II Desktop Support   2012-2015
Earthlink Business   Buffalo, NY

- Performed application installation and Win7 compatibility testing, task sequence troubleshooting.
- Communicated with the Level 1 Service Desk resources to document solutions to address common problems.
- Performed reimaging/upgrade desktops and laptops using Inline or PXE boot.
- Diagnosed and resolved technical hardware and software issues.
- Accurately documented, tracked, and monitored problems to ensure a timely resolution.

EDUCATION

Bootcamp Certificate: UNC, Chapel Hill, NC [Full Stack Web Development] 05/21-11/21
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Bachelor's of Information Technology: Franklin University, Columbus, Ohio

Currently pursuing :
Cybersecurity certificate and CompTia security + Thru **Springboard Bootcamp** 11/22-06/22