**Taoufik Ammi**

(984) 228-0354 | toufikaminew@gmail.com

[linkedin.com/in/taoufika](https://www.linkedin.com/in/taoufika/)

<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