

Thabet Sassi | Support Engineer

Address: Rue de l'Hôtel des Monnaies 183, Bruxelles 1060

Phone number: +32 493 62 29 01

Email Address: t.sassi@clevertech-france.fr

Web: <https://m0-fix.vercel.app/portfolio>

PROFILE

Experienced IT professional with a solid background in software development and system maintenance, skilled in Windows Server, SQL databases, and cloud/virtualization infrastructures, known for troubleshooting complex issues, ensuring application reliability, and supporting end users, fluent in French and English with strong communication and teamwork abilities.

EDUCATION

2022 - 2024 Brussels	Master in Information Systems Architecture (MA2) ECOLE-IT School of Computer Engineering
2020 - 2021 Brussels	Master in Information Systems Architecture (MA1) SUPINFO International University
2012 - 2016 Tunisia	Bachelor's Degree in Computer Systems and Software Higher Institute of Computer Science and Mathematics ISIMM

EXPERIENCE

2024 - present Paris	Software Developer/Support Clevertech -France <ul style="list-style-type: none">Provided technical assistance and remote support for deployed SaaS systems.Diagnosed and resolved backend, database, and network-related issues.Diagnosed and resolved backend and infrastructure issues involving Python APIs, SQL databases.Contributed to software reliability improvements through close collaboration with R&D and client-facing teams.Environment: Windows Server, Azure, SQL Server, React.js, Python, Git.
2021 - 2023 Brussels	Web Developer Freelance <ul style="list-style-type: none">Developed and maintained online streaming CMS solutions.Managed data flow, analytics, and system monitoring, ensuring uptime and scalability.Managed data flows and performance tracking through analytics.Configured and maintained hosting environments (Linux/Windows, SQL).
2018 - 2019 Tunisia	IT Support Engineer (Level 1 & 2) TELEPERFORMANCE <ul style="list-style-type: none">Provided technical support to end users, resolving incidents and service requests within defined SLAs.Diagnosed hardware, software, and network issues remotely and on-site.Escalated complex problems to higher-level teams and ensured follow-up until resolution.Assisted in system monitoring, access management, and workstation configuration.Maintained clear and updated documentation of incidents and solutions.
2017 - 2017 Tunisia	Web Developer(Intern) Lepis Dor <ul style="list-style-type: none">Developed a web workflow application (Design / Development / Testing).Tech stack: Symfony 2.7, Git Composer, MVC, PHP, Doctrine, TWIG, Bootstrap.

TECHNICAL SKILLS

Systems & Servers

Windows Server, Linux, Azure,
VMware

Databases:

SQL, Microsoft SQL Server,
PostgreSQL

Networking (basics):

TCP/IP, DNS, VPN, Firewalls, Remote
Access

Development & Automation

Python, PowerShell, REST APIs,
Docker, Git

Support & Monitoring

Remote Desktop, Incident Tracking

SOFT SKILLS

- Problem-solving & communication
- Teamwork & organization
- Service-oriented mindset & patience
- Continuous learning & adaptability

LANGUAGES

French, English, Dutch – Basic knowledge (in progress)

ACHIEVEMENTS

- Microsoft Certificate Career Essentials in Data Analysis by Microsoft and LinkedIn

INTERESTS



Cycling



Codingame



Chess

MOTIVATION

Motivated to join iStorm as an IT Support Engineer to contribute to a dynamic and innovative environment where technology drives business efficiency. I aim to apply my technical expertise, problem-solving mindset, and commitment to quality service to support users and ensure reliable system operations.