

Thabet Sassi | Support Engineer

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👤 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 Cleverttech -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

Networking (basics):

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

Support & Monitoring

Remote Desktop, Incident Tracking

Databases:

SQL, Microsoft SQL Server, PostgreSQL

Development & Automation

Python, PowerShell, REST APIs, Docker, Git

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.