
Mouaad El Moumene

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Dear,

I am excited to apply for the Technical Operations Support Assistant position at EUROCONTROL.

With over 15 years of experience in IT operations and support, I bring a proven track record of delivering high-quality technical assistance, coordinating support teams, and enhancing user satisfaction within high-demand environments. My background, including my current role as Senior IT Engineer and Lead of Operations at Sony DepthSensing Solutions, has equipped me with a strong foundation in IT service management, system monitoring, and end-user support, making me well-suited for this role.

Throughout my career, I have developed expertise in managing complex IT infrastructures, including overseeing TCP/IP networking, Active Directory management, and generating operational reports and dashboards using SQL queries and Power BI to support data-driven decision-making. I have extensive experience in first-, second-, and third-line support, handling a variety of hardware, software, and network-related issues.

At Sony, I implemented structured support documentation, established protocols for troubleshooting, and created user-friendly guides that improved response times and enhanced customer satisfaction. In addition, I am responsible for training and onboarding new team members, ensuring they are quickly integrated into the support environment and equipped with the tools and knowledge they need to succeed.

My dedication to meeting and exceeding KPIs and SLAs reflects my commitment to service excellence and continuous improvement. I also excel in fostering collaborative work environments and ensuring clear communication with stakeholders. My approach emphasizes proactive problem-solving, where I consistently work to identify root causes, streamline support processes, and prevent recurring issues. I am skilled in managing technical documentation and user training, which are essential components of a successful support environment. My experience with data analytics and performance monitoring further aligns with EUROCONTROL's needs, as I am committed to operational efficiency and user-centered support.

I am enthusiastic about the opportunity to contribute to EUROCONTROL, and I am confident in my ability to provide impactful, high-quality support as an IT Walk-In Desk Coordinator.

I look forward to discussing how my skills and experience align with your objectives.

Thank you for considering my application.

Warm regards,