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# MOUAAD EL MOUMÈNE

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## SUMMARY

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Dynamic and results-oriented IT professional with extensive experience in leading operations and delivering top-tier technical support in fast-paced environments. Demonstrated expertise in managing complex IT systems, including TCP/IP networking, Active Directory, and virtualization technologies like Citrix XenApp and VMWare. Proven ability to oversee O365 migrations and implement robust Wi-Fi security protocols while fostering cross-functional collaboration and enhancing user satisfaction. Equipped with strong problem-solving skills and a solid foundation in SQL and database management, I am committed to leveraging innovative solutions and strategic planning to drive operational excellence and achieve organizational objectives as a Senior IT and Lead of Operations professional.

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## SKILLS

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| ● Leadership               | ● Conflict Resolution      | ● Resource Management          |
| ● Connecting Communication | ● Training and Development | ● Interpersonal Skills         |
| ● Problem-Solving          | ● Attention to Detail      | ● Emotional Intelligence       |
| ● Time Management          | ● Strategic Planning       | ● Customer Service Orientation |
| ● Adaptability             | ● Decision-Making          | ● Project Management           |
| ● Collaboration            | ● Innovation               | ● Critical Thinking            |
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## EXPERIENCE

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### Senior IT Engineer and Lead of Operations Sony DepthSensing Solutions

2018 - Current

- Implemented rigorous SLA and KPI evaluation and monitoring processes, empowering teams and guiding them in adopting best practices to consistently meet or exceed performance standards.
- Supervised and mentored team members involved in SQL report development, ensuring data quality, accuracy, and accessibility while promoting professional growth and strengthening technical skills.
- Collaborated with stakeholders while motivating internal teams to identify, design, and implement process improvements, enabling scalable solutions aligned with business objectives and driving collective growth and innovation.
- Encouraged professional development initiatives by organizing training sessions, setting clear goals, and providing constructive feedback, fostering a supportive environment that empowers teams to excel and contribute to organizational success.
- Fostered a culture of collaboration and performance within teams by leveraging Power BI to create detailed, data-driven reports that support informed decision-making, optimize resources, and encourage a participative approach.

### IT Business and Configuration Analyst ALD Automotive

2016 - 2018

- Delivered first and second-line technical support for BELUX operations, promptly addressing user issues and technical inquiries to ensure continuous service and high user satisfaction.
- Conducted comprehensive system monitoring, performing morning checks to verify system functionality, detect potential issues early, and maintain optimal performance across critical applications.
- Analyzed and resolved incidents by identifying root causes, implementing solutions, and documenting issue resolution, significantly reducing recurrence rates, and enhancing system reliability.
- Collaborated with cross-functional teams to improve troubleshooting processes, streamline support workflows, and enhance response times for critical system issues.
- Maintained detailed records of support activities and incident resolutions, contributing to comprehensive reporting on Service Level Agreement (SLA) and Key Performance Indicator (KPI) metrics for consistent service improvement.

### Service delivery officer Mobile Expense

2015 - 2016

- Acted as the primary point of contact for customer support, providing first-line assistance to quickly address technical issues and inquiries, ensuring high levels of customer satisfaction and minimal downtime.
- Diagnosed and resolved hardware, software, and network-related issues for end users, applying problem-solving skills to deliver effective solutions and prevent escalation.
- Documented all support activities, including troubleshooting steps and solutions provided, creating a comprehensive knowledge base to improve response times and support efficiency.
- Collaborated with internal teams to escalate complex issues as needed, facilitating prompt resolutions and minimizing impact on customer operations.
- Proactively identified recurring issues, analyzed root causes, and recommended process improvements to enhance overall support effectiveness and prevent future incidents.

## **IT Support Analyst Sports Direct**

**2014 - 2015**

- Provided technical assistance and maintenance support, ensuring smooth operation and functionality of IT systems across all European stores through regular upkeep and prompt troubleshooting.
- Monitored network performance across multiple European regions, proactively identifying and resolving connectivity issues to minimize disruptions and maintain optimal network stability for stores.
- Delivered phone support for stores and end-users in Europe, including locations in Iceland, the Netherlands, France, Belgium, Germany, Poland, and the UK, addressing technical inquiries and resolving issues effectively.
- Diagnosed and troubleshooted a variety of hardware and software issues for end-users, providing clear guidance to non-technical staff and ensuring swift resolution to minimize operational impact.
- Collaborated closely with cross-regional teams to streamline support processes, share best practices, and improve service response times for both store-based and remote end-users.

**2010 - 02014**

## **IT First Line/helpdesk Support**

### **Allianz**

- Served as the initial point of contact for users, delivering first-line support via phone, email, and chat, effectively addressing and resolving technical issues while ensuring high levels of customer satisfaction.
- Diagnosed and troubleshooted a wide range of hardware, software, and network issues, providing timely and effective solutions to minimize downtime and improve user productivity.
- Documented all support interactions and resolutions in the ticketing system, maintaining detailed records to facilitate knowledge sharing and streamline future support efforts.
- Collaborated with cross-functional teams to escalate complex issues, ensuring seamless communication and quick resolution for end-users experiencing persistent problems.
- Provided training and guidance to end-users on various IT applications and tools, enhancing their technical proficiency and reducing the volume of repetitive support requests.

**2009 - 2010**

## **Hardware and Gaming Desktop Preparation**

### **EuroPC**

- Assembled and configured gaming desktops to meet specific performance requirements, ensuring optimal hardware compatibility and efficiency for a high-quality gaming experience.
- Conducted thorough testing and quality assurance checks on assembled systems, verifying functionality and performance metrics to ensure compliance with industry standards and customer expectations.
- Installed and configured operating systems, drivers, and essential software applications, providing users with a seamless out-of-the-box experience and enhancing overall system performance.
- Assisted customers with hardware selection and upgrades, offering expert advice on components and configurations to meet their gaming needs and budget constraints.
- Developed and maintained comprehensive documentation of assembly processes and troubleshooting guides, contributing to knowledge management and improving efficiency in desktop preparation workflows.

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## **CURSUS**

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### **ITIL 4 ® Foundation Certification, 2022**

### **Bachelor's in computer science management (I.E.S.C.F), 2016**

- Development of an application on VB.NET
- Development of an application in Java SE
- Development of a website in PHP

### **PC/Network Technician Training, 2009**

- Formation Insertion Jeune (FIJ)

### **Certificate of Secondary Education, 2002**

- Athénée Royale de Ganshoren

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## **HOBBIES**

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- Informatic: High-tech, smartphones, tablets, etc.
- Music, Singing
- Boxe, Ping pong, Kicker, Padel, Chess