

# MOHAMED SENATOR

## IT Support Engineer

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### Professional Experience

#### IT Support Engineer | Autorité Gouvernementale de Certification Électronique — Algiers, Algeria

Feb 2025 – Present

- Resolved critical system and network issues using GLPI, maintaining ~99% uptime
- Ensured compliance with digital certification security policies and regulations
- Delivered end-user training and documented SOPs to improve service quality
- Collaborated with PKI and security teams to support secure certificate services

#### IT Support Engineer | Agrofilm Packaging — Algeria

Feb 2024 – Aug 2024

- Managed AD, Exchange, and DHCP infrastructure ensuring network stability
- Implemented workstation security policies and access controls enterprise-wide
- Created technical documentation and knowledge base articles for onboarding
- Provided L2 support for complex network and system issues

#### IT Support Engineer | Samsung — Algeria

Dec 2022 – Dec 2023

- Maintained AD and Exchange for 500+ users; optimized GPOs and automated maintenance
- Administered Fortinet firewall solutions and designed secure IP address schema
- Delivered staff training and user-friendly documentation, reducing tickets by ~25%
- Established internal helpdesk processes to streamline resolution

#### IT Support Specialist | IRIS — Algeria

May 2022 – Nov 2022

- Ensured 24/7 server uptime via proactive monitoring during rotating shifts
- Deployed and managed Kaspersky, Sophos, and Bitdefender enterprise-wide
- Provided L1–L2 support using ManageEngine; improved SLA adherence

## **IT Support Specialist | Brandt — Algeria**

Apr 2021 – Apr 2022

- Administered ITSM workflows in GLPI for tickets, assets, and SLAs
- Supported Microsoft tools (Exchange, Teams, Outlook) to enhance productivity
- Applied ITIL principles to standardize incident handling and documentation

### **Technical Skills**

#### **System Administration & Infrastructure:**

- Active Directory, Exchange Server, DHCP/DNS
- Group Policy Objects (GPO) configuration and optimization
- Windows Server administration and maintenance
- Virtualization technologies and server management

#### **Network & Security:**

- Fortinet firewall administration and configuration
- Network troubleshooting and performance optimization
- Security policy implementation and compliance
- VPN setup and network access control

#### **Support & Management Tools:**

- GLPI (ITSM), ManageEngine ServiceDesk Plus
- Microsoft 365, Teams, Outlook administration
- Incident tracking and SLA management

#### **Security Solutions:**

- Kaspersky, Sophos, Bitdefender (enterprise deployment)
- Digital certification and PKI management
- System hardening and vulnerability assessment
- Security compliance and audit preparation

#### **Soft Skills:**

- Team collaboration and cross-functional communication
- End-user training and documentation
- Problem-solving and analytical thinking
- ITIL framework knowledge

### **Education**

Superior Technician Diploma in Database Management — INSFP Baiche Abdelkader, Setif, Algeria  
(Sep 2017 – Mar 2021)

### **Certifications & Training**

- ITIL Foundation principles (applied in practice)
- Microsoft 365 administration (hands-on experience)
- Network security and firewall management (Fortinet experience)

### **Languages**

- Arabic – Native
- English – Upper Intermediate
- French – Intermediate

### **Key Achievements**

- Managed infrastructure for 500+ users with ~99% uptime
- Implemented security policies and firewall configurations across sites
- Reduced support tickets by ~25% via training and documentation
- Created SOPs and knowledge base to improve team efficiency
- Maintained compliance with government digital certification standards