W/E

Waleed Chafik Edrissi
IT Coordinator

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COURSES

*more details on Linkedin

SKILLS

- Linux
- Python
- Hardware
- Project management
- Git
- MySQL
- Docker
- Data analysis
- Design

EDUCATION

Riyadh College of Technology,
Computer Department
Riyadh, Saudi Arabia
2016 – 2018   GPA of 3.51/5

LANGUAGES

Arabic: Native
English: Fluent
French: Beginner

PROFILE

Moroccan professional IT Coordinator with over 5 years experience in maintaining systems and networks. Skilled in performing both administrative and technical tasks to ensure efficiency and functionality. Known for a problem-solving attitude, great attention to detail, and outstanding communication skills.

EXPERIENCE

help desk specialist
Sado development - **Dec/2021 – May/2022**
- Provided comprehensive troubleshooting for systems and hardware.
- Delivered effective technical solutions to support organizational needs.

Manar Care - **June/2020 - Aug/2021**
- Installed and configured network infrastructure.
- Managed databases and provided technical support.
- Support the organization by troubleshooting systems and hardware, and providing the right solutions

Amazon - **May/2017 – May/2020**
- Installed and configured programs and hardware.
- Troubleshooted systems and performed data restoration.
- Monitored network performance to ensure reliability.

CUSTOMER SERVICE ADVISOR
Souq.com - **Dec/2015 – May/2017**
- Served as customers' primary point of contact through calls, social media, and email.
- Provided professional advice and support to customers, ensuring high satisfaction levels.