WALID ELHARE

IT Support Specialist

About Me

Aspiring IT Support Specialist skilled in troubleshooting hardware, software, and network issues. Dedicated to excellent customer service and continuous learning to improve IT solutions and infrastructure. Passionate about assisting users and enhancing system performance.

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✉️ contact.walid.elhare@gmail.com

🏠 Tantan , Morocco

LANGUAGES

- English B1 (intermediate)
- Germany A2 (Elementary)
- French A2 (Elementary)
- Arabic (Native)

SKILLS

- Technical Support
- Hardware and Software
- Network Administration
- Problem-Solving
- Help Desk Support
- Remote Troubleshooting
- Programming

CERTIFICATIONS

Microsoft G C LinkedIn

EXPERIENCES

NSTJE & Self employed
2023 - Present

As a volunteer IT Specialist at the Gaming Association Nahda TanTan, I fix tech issues and educate members.
As a freelancer, I offer comprehensive IT support and stay updated on industry trends. This dual role enhances my expertise and community impact.

Business Intelligence Innovation l AGADIR
2021 - 2022

As a developer and IT help desk specialist, I resolve client issues and develop desktop applications using .NET technology.

TELECOMPETENCE Call Centre l AGADIR
2021 - 2021

Maintained system performance by troubleshooting hardware, software, and network issues, ensuring smooth IT operations.

EDUCATION

C.E.A.S
German Language - Preparing for B1 Level.
2024-Present

Self Education
I am pursuing online self-education and certifications to enhance my skills and stay updated.
2022-Present

Vocational School of Information Technology
2019-2021

high school diploma
2018-2019