

Wadi Nassir



Strong IT background, strong interpersonal skills and ability to speak five languages.

I am very interested in Technology, IOT & AI.
I like music and I like to travel.

I do sport regularly, I play football, tennis, basketball and volleyball.

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Experience

Risk Analyst

SeQura

Barcelona, Jan 2023- Today

I do daily Data analysis and Risk Management, in order to come up with patterns to make decisions based on the Risk Tolerance

SERVICEDESK ANALYST

Sitel Group

Barcelona, Sept 2022 - Dec 2022

Dealing with technical issues such as Ms Office and OS's issues, more other specific local applications and CRM's

ORDER MANAGER (IT Network)

COLT Technology

Barcelona, Jan 2019 - Mars 2021

I am responsible of Network Infrastructure installation and network expansion. Dealing with technical issues that might occur during implementation. Monitoring installation steps with specialist teams, during each and every step to meet the promised date and avoid delays. Solutions proposed in case technology change is required during installation.

Orders types: IP Access, Ethernet lines and VPN, as well as Voice Lines and VOIP, Cloud customization, IP Access Bandwidth & Voice Bandwidth.

SERVICEDESK ANALYST

PAGEGROUP

Barcelona, Sept 2017 - Dec 2018

Dealing with end user's issues, issues related to Microsoft Office, Office365, Windows Xp, Customer requests, Identity management through Active Directory updates/changes.

GLOBAL IT SUPPORT

COMPUTACENTER

Barcelona, May 2015 - Sept 2017

Dealing with remote access issues and application visualization, Citrix XenApp and reciver, as well as issues related to the hosted apps for 8 big companies as Shared Services Specialist (Airbus, General Electric, Sanofi Pasteur, Barclays, BMW, Emery Oleochemicals). I also support the clients' internal IT supporters.

IT HELPDESK

COMPUTACENTER

Barcelona, 2011 - April 2015

1st and 2nd level IT desktop support, managed service requests and solved issues for Airbus by connecting to the client's VPN using Citrix Virtual Machine and solving the end users issues remotely.

IT Network Specialist

D-LINK

Barcelona, Jun 2011 - Nov 2011

I did small and mid-sized network configuration and security for D-Link products (modem, router, switch, camera IP and server), ensuring customer support when facing issues and providing the advice and required assistance to expand their networks.

Administrative Support Agent

INTERMONOXFARM

Barcelona, Nov 2010 - Jun 2011

I worked with the administration and management of people's donations and bank transactions.

CUSTOMERCARE AGENT

Keyyo.fr

Casablanca, April 2007 - Sep 2010

VOIP incident management.

Education and training

PowerShell
Course online Classes
Apr 2016 - Jun 2016

Web design
Servei D'Ocupacio de
Catalunya Soc
Apr 2010 - Jun 2010

**Trainee, converting manual tasks
in a software**
Treasury Services, Morocco
Apr 2005 – May 2005

**IT systems & networking
technician**
Institute of applied
technology, Morocco
Sep 2003 – Jun 2005

**High school degree
(Sciences) Taha Husein**
high school, Morocco
Sep 2000 – June 2003

Azure Administrator
Projecte de formació
oficial TIC online
February 2023 - April 2023

Cisco CCNA
Cisco Academy
February 2022 - April 2022

Oracle Cloud Infrastructure Security
Oracle Academy
May 2022 - July 2022

Project Management Ready
Projecte de formació
oficial TIC
April 2023 - In Progress



Skills

Active directory:
Managing users access rights /
Group Policies

Service now:
Incidents creation and updates

Microsoft Outlook & Office
Mailbox configuration /
customization and
Troubleshooting

ERP systems:
Several SAP models

Mainframe IBM:
Setup / configuration /
customization and updates

Hardware:
Distant tests / failures detection.

VoIP:
Fixed phones set up and
customization

ITIL
Process & Functions
KPI's, OPS Management,

Citrix:
XenApp solution

LAN/WAN:
Network configuration and
extending

Operation systems:
Dos-Windows 95/98/Me/NT/
2000/XP/Vista, Win7, Win8,
Win10.

Network:
Intranet, Topologies, Network
devices configuration (Router,
Switch, Camera IP, NAS, FTP
server)

Programming:
Visual Basic, Access, Java,
UML

Accounting:
General and analytical
accounting

English
Native

Arabic
Native

French
Native

Spanish
Advanced

Catalan
Basic

German
Basic