W/E

Waleed Chafik Edrissi
System Administrator

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Casablanca, Morocco

https://thewaleed.me/

CERTIFICATES

BRITISH COUNCIL
IELTS

CompTIA
A+

SKILLS

- **Active Directory**
- **Linux**
- **Python**
- **Ansible**
- **Git**
- **MySQL**
- **Docker**
- **PowerShell**
- **Proxmox**
- **Wazuh**

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

I'm a Moroccan professional IT Coordinator with over 7 years of 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

NETWORK ADMINISTRATOR
Manar Care - **June/2020 - Aug/2021**

- Administer database servers.
- Implement firewalls and antivirus software.
- Create and maintain the documentation process.

HELP DESK SPECIALIST
Sado development - **June/2023 – Aug/2024**

- Provided comprehensive troubleshooting for systems and hardware.
- Coordinated the setup and integration of personal devices with the company's IT systems.

Amazon - **Aug/2021 – June/2023**

- Installed and configured programs, operation systems, and hardware.
- Troubleshooted systems and performed data restoration.
- Monitored network performance to ensure reliability.

CUSTOMER SERVICE ADVISOR
Souq.com - **Dec/2015 – May/2020**

- Served as customers' primary point of contact through calls, social media, and email.
- Provided professional advice and support to customers, ensuring high satisfaction levels.

PROJECTS

- AI Assistant (Locally Hosted)
  https://ai.thewaleed.me/

- Enterprise Website
  https://ozone-orcin.vercel.app/