

ABDELALI DOUSBAH

SYSTEM AND NETWORK ENGINEER, FRONT-END DEVELOPER

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📞 0661924645

📍 Sale, Morocco



AbdelaliDousbah

EXPERIENCE

System Engineer, web developer

Freelancer

📅 January 2019 – Present

📍 Sale Al Jadida, Morocco

- Professional experience in various domains and industries, acquiring valuable skills and knowledge.
- Server configuration and optimization
- Implementation of backup solutions
- Training and documentation
- Patch management and updates
- Deployment of enterprise VPN
- Network administration and troubleshooting
- Security protocols and firewall management
- Scripting languages such as Python or Bash
- Monitoring and performance tuning of servers
- Database management and SQL querying
- Automation of routine tasks using scripting or configuration management tools
- Familiarity with DevOps practices and methodologies

Project Manager

AMAM Development

📅 June 2020 – June 2021

📍 Sale Al Jadida, Morocco

- Project planning and scheduling using tools like Microsoft Project or Jira
- Risk identification, analysis, and mitigation strategies
- Stakeholder management and conflict resolution
- Budgeting and cost control
- Agile or Scrum methodologies for project management
- Communication and presentation skills for reporting project progress to stakeholders
- Change management processes to handle project scope changes effectively
- Resource allocation and optimization
- Quality assurance and quality control processes
- Performance evaluation and post-project analysis

Support Engineer

Econocom Managed Services

📅 October 2011 – September 2018

📍 Casablanca, Morocco

- Automated operational tasks using scripts to improve efficiency.
- Provided level 2 and 3 support, adhering to ITIL processes and meeting client SLAs.
- Contributed to the organization's knowledge base by documenting solutions and best practices.

SKILLS

- Linux (Ubuntu, Red Hat)
- Windows Server
- VMware vSphere
- Openstack
- Hyper-V
- Proxmox
- Docker, LXD
- Version control (Git, GitHub, GitLab)
- Wireshark
- Palo Alto Networks
- Vagrant
- iptables (Linux)
- Nagios, Zabbix
- IaC (Ansible)
- SQL and PostgreSQL
- Firmware/Software Updates
- Active Directory
- LDAP
- Disaster Recovery Planning
- Ruby
- HTML
- JavaScript
- CSS
- LAMP (Linux, Apache, MySQL, PHP)
- Nginx, Apache2, php-fpm
- WordPress
- Google Cloud Platform (GCP)
- Amazon Web Services (AWS)
- Microsoft Azure (Azure)

LANGUAGES

Arabic



- Conducted training sessions for level 1 technicians and administrators.
- Managed system and network infrastructures to ensure optimal performance and reliability.
- Verified backups and performed restorations using Veeam and DPM.
- Improved platform quality and security processes.
- Deployed and upgraded applications via SCCM.
- Defined and monitored access rights based on user authorizations.
- Conducted remote interventions and diagnosed system and software malfunctions.

Technical Lead

HP-CDG

📅 October 2010 – September 2011 📍 Sale Al Jadida, Morocco

- Led a team of technical support professionals, overseeing their day-to-day activities and providing guidance and mentorship to ensure effective problem resolution.
- Acted as a subject matter expert, addressing complex level 2 and 3 technical issues escalated by the support team, employing advanced troubleshooting techniques to diagnose and resolve issues promptly.
- Developed and documented standard operating procedures (SOPs) and technical resolutions to streamline support processes and ensure consistency in problem resolution across the team.
- Conducted regular training sessions and knowledge sharing initiatives to enhance the skills and capabilities of the technical support team, empowering them to handle a wide range of technical challenges independently.
- Collaborated with cross-functional teams to identify and implement process improvements, contributing to increased efficiency and customer satisfaction.
- Maintained open communication channels with stakeholders, including management, customers, and team members, to ensure alignment of goals and priorities and facilitate effective problem-solving.

Helpdesk Technician

Sitel

📅 July 2007 – September 2010 📍 Rabat, Morocco

- Provided remote maintenance and repair services for printers and computer equipment manufactured by Lexmark, ensuring optimal performance and functionality for end-users.
- Conducted diagnostic tests and troubleshooting procedures to identify and resolve hardware and software issues efficiently and effectively.
- Collaborated with customers to understand and address their technical concerns and provide timely solutions, maintaining a high level of customer satisfaction.
- Documented maintenance and repair activities, including solutions implemented and recommendations for future enhancements, to support knowledge sharing and continuous improvement efforts.

French



English



EDUCATION

Master in Computer Systems and Networks

ISGA

📅 2009 – 2012

📍 Rabat

Specialized Technician in Computer Systems and Networks

ISTA

📅 2005 – 2007

📍 Sale Al Jadida

CERTIFICATIONS

- ITIL – September 2010
- RHCSA – February 2013