

AYOUB OULAHIANE

IT Engineer

Amsterdam, The Netherlands

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Date of birth 31-08-1995 Nationality Dutch

EMPLOYMENT HISTORY

❖ **Senior IT Support Engineer, The Carlyle Group / AlpInvest Partners** Jun 2023 — Present
Amsterdam

Technical and End-User Support (80% of time):

- Troubleshooting, updating and closure of tickets that are escalated to the team.
- Testing, review and deployment of desktop security patches, virus definitions, and other security related updates
- Diagnose hardware, software, and operator problems and take appropriate remedial actions and document installation and configuration procedures.
- Record equipment upgrades and swap-outs to ensure the accuracy of the company's computer equipment inventory.
- Conduct task automations/scripting and support using power shell environment.
- Administering Exchange online and other SaaS product offerings.
- Recommend necessary hardware and software solutions in response to business requirements and within budgetary contractions.
- Provide Meeting and Conference room assistance and setup.
- Transitioning new systems or upgrades to the production environment.
- Develop and document best practices, processes, and procedures related to all aspects of desktop environment, software distribution, and desktop management.
- Document installation and configuration procedures for supported systems and applications.
- Test and distribute new or upgraded applications and operating systems.
- Configure and test workstations, laptops, and any necessary peripherals

Compliance and Audit (10% of time):

- Ensure IT Operations complies with all the IT defined policies and procedures.
- Follow company policies and procedures for SLA's.
- Act as an owner and raise any procedural concerns that may violate compliance and security policy.

Hardware & Software Asset Management (10% of time):

- Ensure all systems are managed and tracked in the asset management system.
- Assist in testing and evaluating new hardware or software applications as upgrades or enhancements to the production environment.
- Help develop and drive team process to ensure we are meeting proper hardware lifecycle management.

❖ **IT Support Engineer, SmartLockr** Jun 2022 — Jun 2023
Amsterdam

- Implementing SmartLockr's SaaS solution in customer VDI's
- Installed and configured new software applications, resulting in increased productivity and user satisfaction
- Created and maintained detailed technical documentation for network hardware and software, allowing for quick resolution of technical issues
- Created Zendesk Help Centre from scratch
- Creating and managing Azure (blob) storage account/containers
- Deploying CI/CD Pipeline for Python libraries
- Managing Azure IAM
- Managing Exchange environment
- Managing Software (O365)
- Managing Azure Enterprise applications
- Creating PowerShell scripts for automation
- Managing Hardware inventory

❖ **IT Support Engineer, Login VSI** Mar 2019 — Jun 2022
Amsterdam

- Implementing Login VSI's SaaS solution in customer VDI's
- Documentation management
- Training customers
- Hardware inventory management
- Managing Azure AD
- Managing Intune
- Managing Software (O365)
- Identity and Access management
- Developed a system backup and recovery solution that reduced the time to recover from a system failure from X days to X hours
- Troubleshoot hardware and software issues reported by users, resulting in a X% decrease in call-backs for repeat incidents
- Applied software patches and updates that improved system stability and security

❖ **IT Support Engineer, TMI** Jan 2018 — Mar 2019
Amsterdam

- Picking up all incoming problems and solving them
- Hardware management (register, install, configure and deploy PC's, laptop, tablet, phone).
- Software management (update software, license check, re-installation, support).
- User management (arranging employment and termination of employment).
- Network management (switches, routers, cabling, WiFi).
- Document management (Agreements and manuals). Backup (change tapes, monitor backup process). Providing employees with short training courses.
- Support ICT Manager in projects.
- Supervise ICT interns.
- Purchase hardware/software

❖ **IT Support Engineer, Guidion** Jan 2015 — Dec 2017
Amsterdam

- Picking up all incoming problems and solving them
- Hardware management (register, install, configure and deploy PC's, laptop, tablet, phone).

EDUCATION

❖ **ROC van Amsterdam** Jul 2018
MBO ICT (Information Communication Technology) Administrator - Level 4
Hilversum

Graduated

❖ **ROC van Amsterdam** Jan 2017
MBO ICT (Information Communication Technology) Controller - Level 3

Graduated

❖ **ROC van Amsterdam** Oct 2014
MBO ICT (Information Communication Technology) Employee - Level 2
Hilversum

Graduated

SKILLS

VMware	<i>Experienced</i>	Powershell	<i>Skillful</i>
Microsoft Azure	<i>Experienced</i>	O365	<i>Expert</i>
Azure Active Directory	<i>Expert</i>	Microsoft Exchange	<i>Expert</i>
Active Directory	<i>Experienced</i>	Intune	<i>Expert</i>

CERTIFICATIONS

- ❖ **ITIL 4 Foundation** Sep 2023
PeopleCert

- ❖ **AZ 900 - Azure Fundamentals** Mar 2023
Microsoft

- ❖ **AZ 305 - Azure Solutions Architect Expert** Feb 2023
Microsoft

- ❖ **AZ 104 - Azure Administrator Associate** Feb 2021
Microsoft

- ❖ **Exam 741: Networking with Windows Server 2016** Mar 2020
Microsoft

- ❖ **Exam 740: Installation, Storage and Compute with Windows Server 2016** Oct 2019
Microsoft

LANGUAGES

Dutch *Native speaker* English *Highly proficient*