MOKNINE AHMED LAKHDAR

IT SUPPORT | DEVELOPER

CONTACT

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📍 Algeria

EDUCATION

Engineer in Computer Sciences

University of Kasedi Merbah Ouargla, Algeria

2003 - 2009

Bachelor's degree in Mathematics and Exact Science

Height School of Ali Melah Ouargla, Algeria.

1999 - 2003

LANGUAGES

Arabic ◆◆◆◆◆

English ◆◆◆◆◇

French ◆◆◆◆◇

SKILLS

Technical Troubleshooting

Operating Systems

Software Installation and Configuration

Hardware Knowledge

Networking Basics

Customer Service

Remote Support

PROFILE

An experienced computer support engineer with a passion for information technology and a solid background in the field with determination, rigour, and the ability to resolve problems efficiently.

Passion for IT and an interest in the latest technologies and keeping up to date with the latest developments in the sector. High-quality technical support can be provided to users, ensuring their needs are understood, and tailored solutions are offered.

Being an effective communicator, complex technical concepts can be explained clearly and understandably for non-IT users. Collaboration with colleagues to solve problems and ensure a harmonious work environment is enabled due to teamwork. As an IT support engineer, working under pressure and meeting deadlines is routine. Being very organized, tasks can be prioritized to provide quick and effective support. Being motivated, proactive, and always ready to take on challenges, the goal is to improve IT operations by providing reliable technical support. In addition, it assists users in fully utilizing their IT infrastructure.

WORK EXPERIENCE

Desktop Support Engineer

BP, Equinor, Sonatrach Joinventure   10/2016 - Present

- Providing IT Infrastructure field support which includes troubleshooting hardware, software, operating system issues and problems and fixing the issues without impacting / violating the hardware warranty or customer security compliance requirements.
- Installing, troubleshooting and fixing desktops, printers, laptop and other computer peripherals, hardware problems as well as desktop applications.
- Perform smart hand activity under instruction based activities at sites.
- Desk side support and PC break/fix, including basic administration of Windows O/S.
- Usage of TCP/IP networking, DNS, DHCP, VPN, and RDP.
- Support for peripheral and networking hardware, including, but not limited to monitors, keyboards, mice, printers, fax machines, scanners, routers, wireless routers, switches, firewalls, racks, cabinets, multi-port data termination panels.
- Troubleshoot issues with systems and networks using good deductive reasoning skills.
- Work with deadlines and complete tasks on-time.
- Usage of ticketing tools (BMC Service Desk Express).
- Understanding and troubleshooting for SCCM.

Computer Science Engineer

Wilaya of Ouargla   03/2010 - 07/2016

- Supervised a team in producing and delivering the needed administrative document for the public.
- Installation and maintenance of the company's computer systems and network.
- Installing and configuring the Domain Controller.
- Maintaining a backup schedule for the AD DC and the Database.
- Managing the AD and the shares.
- Installing and configuring the Network.
- Managing the network and the cybersecurity.
- Supervising a team to receive clients and organize administrative work papers.
- Keeping track and records of administrative work papers and letters.

WORK EXPERIENCE

Computer Science Teacher

Centre de Formation Profesionel Shannin Kaddour   12/2009 - 02/2010

- Instruct computer students and maintain 90% performance.
- Installation and maintenance of corporate IT systems and network.

STRENGTHS

WINDOWS SERVER 2016 | Hands-On Virtual Labs

- Installed and setup VirtualBox, pfSense, Windows Server 2016, linked clones, and RDP.
- Added Windows 10 client machines to Windows Server 2016 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPO) in Active Directory.
- Setup Azure AD Connect for hybrid Azure AD join and seamless SSO using password hash sync.