

Helpdesk Engineer, Telecom Engineer

PERSONAL INFORMATION

°Name: Fayçal Ouahab
°Postcode + City: 9200 Dendermonde
°Nationality: BELG
°Date of Birth: 01 August 1990
°Place of Birth: Dendermonde
°Marital Status: Unmarried

KEY SKILLS

- Customer oriented
- Sociable
- Fast learner
- Curious
- Problem solving

EDUCATION, CERTIFICATION & TRAINING

IT-Related education:

- ° 2008 - 2011: IT Management (VHTI Dendermonde)
- ° 2011 - 2013: Devine (Digital Design and Development)(HoWest, Kortrijk)
- ° 2013 - 2014: Applied computer science (HoGent, Gent)

IT-Certifications:

- ° 2015: Programming Logics (VDAB online)
- ° 2015: Web design with HTML5 (VDAB online)

Non-IT-Related education:

- ° 2012 -2013: Basic management

PROFESSIONAL EXPERIENCE

From 08/2016 until 09/2016

- ° Company: Tills Solutions
- ° Role: **Network Installer**
- ° Project: Greenhouse, Demeyere, small restaurants and bars, mainly
- ° Main activities and responsibilities
- Install Wifi network, accessible through vpn.
 - Explain Lightspeed to customer
 - Link Blackbox to Lightspeed server.
- ° Tools: Draytek routers, Lightspeed (Pos), iOS, Windows 10

From 11/15 until 04/2016

- ° Company: G DATA
- ° Role: **First line Support**
- ° Main activities and responsibilities
- Translate/Proof-reading technical documents (Eng-Dutch)
 - Setup and securing Windows Servers, Exchange server
 - Help customers by phone, email, Teamviewer
 - Report everything with ticketing system (SuperOffice)
 - Keep Joomla Knowledge base up-to-date.
 - Make tutorials (step by step for novice computer users)
 - Test problematic situations in virtual environment.
- ° Tools: Windows (10 8 7 XP, Server 2008, 2012), VMware, Teamviewer, SuperOffice, Zoiper, Swyxit, OSX, Android, MS Office 2013

LANGUAGE PROFICIENCY

1=Notions; 3=Average Knowledge; 5=Native Language

Language	Speaking	Writing	Understanding
Dutch	5	5	5
French	3	3	4
English	5	4	5

SKILLMATRIX

1=Notions; 3=Average Proficiency; 5=Expert

Tool	Knowledge					Experience (years)	Last used in (last year)
	1	2	3	4	5		
Hardware							
Desktops (troubleshooting)				x		5	2016
Laptops (troubleshooting)				x		5	2016
Tablets (troubleshooting)				X		5	2016
Smartphones (troubleshooting), OS: ...				X		5	2016
Peripheral equipment (implementation & troubleshooting)				x		5	2016
Servers			x			2	2016
Routers (configuration & troubleshooting)						4	2016
Switches						4	2016
Operating Systems							
Microsoft Windows XP					x	6	2016
Microsoft Windows Vista					x	1	2013
Microsoft Windows 7					X	4	2016
Microsoft Windows 8(.1)					X	½	2016
Microsoft Windows 10					X	½	2016
Mac OSX					X	4	2016
Backoffice & Packages							
Microsoft Office 2003				X		4	2010
Microsoft Office 2007				X		2	2010
Microsoft Office 2010				X		3	2016
MS Office Word				X		1	2016
MS Office Excel				X		1	2013
MS Office Powerpoint				X		1	2012

MS Office Access				X		1	2010
MS Office Outlook				X		1	2016
Open Office			x			1	2012
Macromedia Flash		x				½	2015
Macromedia Dreamwaver			x			2	2014
Ticketing Tool (...)				x		½	2016
Server Operating Systems							
Microsoft Windows Server 2008 R2				X		1	2016
Microsoft Windows Server 2012				X		1	2016
Servers							
Fileserver			x			1	2016
Mailserver				x		½	2016
FTP-server				x		½	2016
Active Directory		x				½	2016
Database Management Systems (DBMS)							
Microsoft Access				x		2	2014
MySQL				x		2	2016
Networking							
TCP/IP				X		2	2016
DNS				X		2	2016
DHCP				X		2	2016
LAN/WAN				X		7	2016
VPN			X			1	2016
VOIP				X			2016
Remote Control							
Remote Desktop					X	4	2016
Teamviewer				x		1	2016
LogMeIn				x		1	2014

Virtualization							
VM-Ware				x		1	2016
Windows Virtual PC				X		2	2015
Development							
Microsoft VB.NET			x			2	2016
Javascript			X			½	2015
VBScript			x			½	2010
Visual Basic				X		½	2013
HTML-HTMLS-XML/XSLT-DHTML				x		5	2016
Scripting							
VbScript			x			1	2010
Basic Security							
Firewall (...)					x	½	2016
Antivirus (...)					x	1/2	2016

LEISURE ACTIVITIES

- ° Judoka
- ° PC Gamer (League of Legends, (ex-) World of Warcraft), Hearthstone)
- ° Softball Dugout Scorekeeper