

<p>AHMED ALEXANDRE CHERIF</p> <p>User Support Technician</p> <p>cherifahmedalexandre@gmail.com +1 (343) 777-9150</p> <p>649 CARSONS ROAD OTTAWA, ON</p> <p>https://www.linkedin.com/in/ahmed-alexandre-cherif/</p>		
❖	PROFESSIONAL PROFILE	
<p>Professional IT with 7 years of experience in technical support, network and system administration, hardware maintenance, and multi-site IT infrastructure management. Known for being thorough, responsive, and quick at resolving incidents to ensure operational continuity. Comfortable with Windows, Linux environments, and modern collaboration tools. Ready to actively contribute to a dynamic IT team in Canada.</p>		
❖	TECHNICAL SKILLS & EXPERTISE	
<ul style="list-style-type: none"> IT Support & User Assistance: Level 1 to 3 (Windows, Office 365, business tools) Network Administration: LAN/WAN, VPN, TCP/IP, VLAN, Wi-Fi, DNS/DHCP Operating Systems: Windows Server, Linux (Debian, Ubuntu) Virtualization & Backup: VMware, NAS, backup scripts Supervision & Monitoring: Remote Desktop, ticketing tools (REMEDY, JIRA, GLPI) Hardware & Maintenance: Printers, workstations, weighbridges, video surveillance IT Security: Access management, password policies, user best practices Scripting & Automation: Batch, PowerShell (basic knowledge) Customer Service Communication & Documentation: Technical reports, procedures, security awareness 		
❖	PROFESSIONAL EXPERIENCE	
IT & Network Technician		January 2021 – April 2025
CODIPALM – Abidjan, Côte d’Ivoire		
<ul style="list-style-type: none"> Improved equipment availability to 98% across a fleet of 24 weighbridges by implementing a rigorous preventive maintenance program, reducing breakdowns by 40%. Installed and configured video surveillance systems, significantly strengthening site control and security. Optimized technical support, with average resolution time reduced to under 3 hours depending on the issue. Secured over 60 GB of critical data weekly, ensuring continuity of sensitive operations. Provided technical assistance to over 100 operators across 24 zones, achieving a 95% satisfaction rate. Installed, configured, and maintained IT and network equipment. Managed network connections between weighing equipment and the central server. Backed up and secured data related to weighing operations. Monitored weighing management software and updated systems. Drafted intervention reports and ensured technical follow-up of equipment. 		
IT Support Technician		January 2017 – December 2020
NUMERISK – Abidjan, Côte d’Ivoire		
<ul style="list-style-type: none"> Handled over 95% of support requests with a 97% user satisfaction rate. Implemented best practices that led to a 50% reduction in user errors. Maintained equipment availability rate above 99%. Supervised a technical team during major projects, including the full installation of a NAS server. Responded to user technical support requests (hardware, software, network). Installed, configured, and maintained workstations, printers, peripherals, and software. Diagnosed and resolved hardware failures and service access issues. Supported users in using office, business, or collaborative tools. Documented incidents and solutions in a ticket management system. Performed preventive maintenance to avoid service interruptions. Educated users on IT security best practices. 		
❖	EDUCATION	
<ul style="list-style-type: none"> Bachelor’s degree in Computer Networks & Telecommunications Ecole Supérieure des Affaires et de Management, Abidjan, Côte d’Ivoire 		January 2013 – December 2016
<ul style="list-style-type: none"> Higher Diploma in Computer Networks & Telecommunications Ecole Supérieure des Affaires et de Management, Abidjan, Côte d’Ivoire 		January 2011 – December 2013
❖	CERTIFICATIONS	
<ul style="list-style-type: none"> Certificate Technical Support Fundamentals Coursera– 2025 Certificate Operating Systems Basics, Network Basics, Network Technician Pathway, Network support and security Cisco Networking Academy program – 2023 System Administration Certificate (WINDOWS and LINUX) Agence Emploi Jeunes Côte d’Ivoire & NAEL SERVICES, Abidjan, Côte d’Ivoire – 2020 		
❖	LANGUAGES	
<ul style="list-style-type: none"> French: Native English: Intermediate 		
❖	ADDITIONAL INFORMATION	
<ul style="list-style-type: none"> Status: Permanent Resident Availability: Immediately 		