AYMEN AJMI

IT Support Specialist
Nationality: Tunisian
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PROFESSIONAL SUMMARY

Dedicated IT professional with 4+ years of experience in technical support, infrastructure management, and system troubleshooting. Proven expertise in resolving hardware/software issues, optimizing IT operations, and delivering user training. Combines technical proficiency in Python, networking, and ITIL practices with strong communication skills to drive efficiency and user satisfaction.

PROFESSIONAL EXPERIENCE

IT Support Specialist
Ansar Gallery – Doha, Qatar | Sep 2022 – Present

- Provide Level 1/2 technical support to 150+ employees, resolving 95% of issues within SLA timelines.

- Reduced system downtime by 30% through proactive maintenance of Windows/Linux systems and network infrastructure.

- Streamlined IT inventory management using automated tracking tools, cutting procurement delays by 25%.

- Led user training workshops on cybersecurity best practices, decreasing phishing incident reports by 40%.

- Collaborated on a company-wide migration to cloud-based systems, ensuring zero data loss during transition.

IT Assistant

El Mouradi Hotel – Tunisia | Aug 2020 – Sep 2022

- Supported the administration of 10+ servers and 200+ endpoints, maintaining 99.8% system uptime.

- Automated routine backups using PowerShell scripts, improving data recovery time by 50%.

- Managed user access controls for 100+ accounts, ensuring compliance with GDPR and internal security policies.

- Negotiated with vendors to reduce IT procurement costs by 15% while upgrading hardware/software.

TECHNICAL SKILLS

- **Systems:** Windows 10/11, Linux (Ubuntu), Active Directory, VMware

- **Networking:** TCP/IP, DNS, DHCP, VPN, Wireshark

- **Tools:** Microsoft Office 365, Jira, Splunk, NinjaRMM

- **Scripting:** Python (Pandas, Automation), Bash

- **Certifications:** ITIL Foundation, CompTIA A+ (in progress)

EDUCATION

Bachelor's Degree in Computer Science

University of Gafsa, Tunisia | Jul 2020

Diploma in Computer Science

College of Sidi Bouzid, Tunisia | Jul 2017

CERTIFICATIONS

- Python Programming – *EDRAK | 2022*

- UI/UX Design – *Great Learning | 2022*

- Introduction to Data Science – *365datascience | 2024*

LANGUAGES

- **Arabic:** Native

- **English:** Fluent

- **French:** Professional

References: Available upon request