OTHMAN ENNASIRY

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PROFESSIONAL SUMMARY

IT developer and support technician passionate about technology, with solid experience in technical support, incident management, and web/mobile development. Skilled in system administration, troubleshooting complex issues, and designing innovative solutions.

TECHNICAL SKILLS

Programming Languages
Python - Javascript - SQL - C#

FrameWork / Libraries
MERN Stack - ADO/ASP - FLUTTER

Graphics design
Adobe Photoshop/Illustrator - UX/UI

Systems & Cloud
Windows Server - Azure Intune

Security & IT management
Endpoint/Patch Management

Support Tech & HELPDESK
Hardware/Software troubleshooting, Ticket management

PROFESSIONAL EXPERIENCE

IT HELPDESK- INETUM — 2025 - Present

- Provide level-1 technical support for over 500 internal users.
- Manage user accounts, access rights, and environment security.
- Track and resolve incidents via IBM Notes, achieving a satisfaction rate above %95.
- Optimized support procedures, reducing average resolution time by %20.

IT SUPPORT TECHNICIAN INTERN - MAJOREL — 2024 - 2025

- Assisted users through the ServiceNow ticketing platform.
- Diagnosed and repaired workstations, peripherals, and software.
- Implemented preventive maintenance via Azure Intune.
- Improved processing times, reducing recurring tickets by %15.

HELPDESK TECHNICAL ASSISTANT - CASHPLUS — 2022 - 2024

- Provided nationwide technical support for branches and users.
- Monitored incidents and performed on-site technical interventions using Odoo and Outlook.
- Resolved real-time issues with financial transfers on users applications (WU, Moneygram ...) .

Final-Year Intership - E2C LALLA ASMAA — 2022

- Developed and deployed web and mobile applications for a training center.
- Actively contributed to designing and rolling out IT solutions.

EDUCATION

BACHELOR'S DEGREE IN WEB & MOBILE DEVELOPMENT - ISMAGI RABAT — Aug 2025
SPECIALIZED TECHNICIAN DIPLOMA IN COMPUTER DEVELOPMENT - ISTA — Aug 2022
SCIENTIFIC BACCALAUREATE (EXPERIMENTAL SCIENCES) - MOULAY IDRISS HIGHSCHOOL — June 2020

CERTIFICATIONS

- Microsoft Word & PowerPoint Certificate
- UX/UI Design Training (academic & personal projects)

LANGUAGES & PROJECTS

- **FRENCH - ADVANCED**
- **ENGLISH - FLUENT**
- **ARABIC – NATIVE**

check the project by

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