

✉ hadjsafi.brahim59600@gmail.com

🏠 Mons, Belgium

📅 29 years old

🗣️ French

💻 Open to remote work

📄 Driving licence (B)

🚗 Personal vehicle

📍 Belgium

☎️ +33 7 49 68 39 80

👤 Single

Languages

English

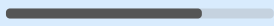
Bilingual

French

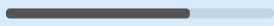
Native

Computer skills

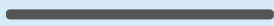
KPI Monitoring and Reporting



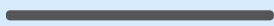
Team Management



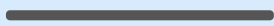
Printer network Setup and maintenance



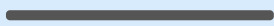
Software/Hardware Maintenance



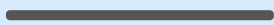
TCP/IP Network Management



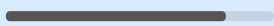
Intune



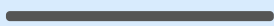
Service Now Ticketing



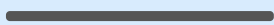
Office 365



Windows and servers setup and maintenance



Active Directory



Brahim Hadj-safi

Senior IT support engineer

Education

- **Master Degree - Information technologies**
July 2020 [Université de Lille](#) Lille, France
- **Professional Bachelor's Degree - Computer Science**
July 2019 [IUT De Lille](#) Lille, France
- **Technician Degree - IT Service to Organizations**
June 2014 [Lycée Henri Wallon](#) Valenciennes

Work experience

- **IT Team Leader**
From June 2022 to March 2024 [Alstom](#) Brugge, Belgium
 - Technician management (needs, recruitment, management)
 - Onboarding and training of new technicians
 - Team management (planning, HR management, distribution of needs)
 - Assistance to the IT support team
 - Reporting of the team's performance to top management
 - IT team member within specific industrial projects (Benelux, Spain)
- **IT Support engineer**
From September 2020 to May 2022 [Computa Center](#) Zaventem, Belgium
 - User Support
 - Creating and managing profiles in Active Directory
 - Management of hardware and computer stock
 - Incident management via Service Now (ticketing)
 - Initiating/Resolving of customers incidents within standard delays (Service Level Agreement)
 - Installation of various hardware and software (printers, telecom (Intune), video conferencing, virtual machines)
- **Support IT**
From September 2015 to March 2018 [French administration](#) Valenciennes, France
 - Technical support
 - IT and telecom hardware setup
 - Ticketing
 - Windows and Linux deployment