

Siham Lakhlifi

IT Engineer

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[Nationality: Moroccan](#) • [Date of Birth: 22-05-1984](#) • [Marital Status: Married](#)

SKILLS

- Team Leadership
- Technical Support
- Ticket system management
- Programming (Java, C++, SQL)
- Analytical thinking
- Problem-solving

EXPERIENCE

IT Support Application Specialist

Alef Education (Abu Dhabi, UAE)

July 2019 – June 2021

- Collaborated with the development team to identify and address software bugs and enhancement requests.
- Conducted troubleshooting, testing, equipment repair, and replacement as necessary.
- Provided efficient, high-quality on-site/online training to customers and prepared daily inspection reports.
- Created and managed help desk tickets and resolved desktop issues in the Service Desk system.

IT Coordinator/IT Manager

Antolin Multinational Corporation (Tangier, Morocco)

September 2014-March 2017

- Collaborated with stakeholders to define project requirements, scope, and objectives, ensuring alignment with business goals.
- Led a team of technical professionals, fostering a collaborative environment and achieving an improvement in team efficiency.
- Monitored IT projects, including server migrations and IP voice installations
- Governed IT Systems, overseeing around 250 computers and 40 printers.
- Played a crucial role in network administration, including Active Directory, DHCP, data center, Netapp, Standard Server Windows 2012 X64, software center, and user account management.
- Assisted in the implementation of the IT plan and trained users on new applications.
- Collaborated with other IT professionals to uphold IT standards.
- Contributed to budgeting for IT expenses, including the purchase of new equipment and software.

Developer Engineer **2013 – 2014**
Scorify startup (Rabat, Morocco)

Intern **2012**
National Company of Transportation and Logistics (Rabat, Morocco)

- Development of a JavaEE website providing requirements definition for SNTL users. Tools: Java/JEE (Hibernate, Struts)

Intern **2011**
RCAR (Rabat, Morocco)

- Insert a discussion forum in an HTML/CSS website.

Intern **2009**
National Office Railways (Rabat, Morocco)

- Tools: Checkpoint, Cisco Pix.

Radiology Technician **2005 - 2007**
Health Center (Tiznit, Morocco)

EDUCATION

Bachelor Degree: Computer Science Engineering
Moroccan School of Engineering Sciences EMSI, Morocco **2007 - 2012**

CERTIFICATION

ITIL® Foundation Certificate in IT Service Management

LANGUAGES

- English (fluent)
- French (fluent)
- Arabic (Mother language)