



yassine AFROUNI

IT Specialist

✉ yassin_afrouni@icloud.com

🏠 TANGIER, MOROCCO

📅 27 years old

🔗 ITnetworkguy.com

🇲🇷 Moroccan

🌐 Worldwide

☎ +212698060240

👤 Single

LANGUAGES

English

French

Arabic

Berber languages

INTERESTS

AI

Robotics

Cinema

SOCIAL NETWORKS

in @yassine-afrouni

🐙 @yassine-afrouni

WORK EXPERIENCE

IT Specialist

YAZAKI CORPORATION LTD - Tangier, Morocco - Since July 2025

- Drive digital transformation initiatives and IT strategy alignment for 500+ user manufacturing facility, managing €1M+ annual budget
- Oversee data center operations, VMware vSphere environment with 50+ VMs, and NetApp SAN storage architecture
- Design and implement network segmentation with Network Team
- Lead TISAX certification compliance, implement security frameworks, and manage incident response procedures
- Develop and maintain disaster recovery plans, ensure RTO/RPO targets, and conduct quarterly DR testing
- Manage team of IT technicians, conduct performance reviews, and drive professional development programs
- Maintain 99.9% uptime for critical systems through proactive monitoring and capacity planning
- Present IT metrics to management, develop KPI dashboards, and participate in strategic planning committees
- Lead IoT integration projects, implement edge computing solutions, and drive smart factory initiatives

IT Support Technician Level 3

YAZAKI CORPORATION LTD - Tangier, Morocco - From September 2023 to July 2025

- Architected Windows 11 deployment strategy for 1000+ workstations
- Optimized ServiceNow workflows, reducing incident resolution time by 45%
- Managed application lifecycle for 200+ software titles using Tanium
- Created 30+ automation scripts (PowerShell/Python), saving 20 hours weekly
- Provided expert support for manufacturing systems including PLCs and AMR connectivity

IT Support Technician Level 2

YAZAKI CORPORATION LTD - Tangier, Morocco - From September 2022 to September 2023

- Achieved 100% ticket resolution rate with zero escalation returns
- Implemented dual asset management system (Lansweeper + Tanium), reducing unmanaged devices by 30%
- Created custom ServiceNow knowledge articles, reducing average resolution time by 40%
- Executed network changes including VLAN configuration and access control management
- Led SCCM to Tanium migration planning while maintaining operational continuity

IT Support Technician

YAZAKI CORPORATION LTD - Tangier, Morocco - From October 2021 to September 2022

- Provided comprehensive Level 1 support for hardware, software, and network issues
- Managed computer operations and maintained IT equipment to corporate standards
- Performed system installations, configurations, and maintenance for diverse environments
- Supported SAP systems and maintained high first-time fix rates for all incidents

EDUCATION

Computer Engineering and Data Science

ENSA - Fes-Ville-Nouvelle, Morocco - From September 2024 to July 2026

Specialized Technician in Networking and Systems

ISMONTIC - Tangier, Morocco - From September 2019 to August 2021

Scientific Baccalaureate

Lycée Abdelmoumen El Mouahidine - Tangier, Morocco - From September 2016 to July 2017

CORE COMPETENCIES

- Infrastructure & Virtualization: VMware, Data Center Operations, Disaster Recovery ...
- Network & Security: Cisco, Palo Alto, VLAN Design, Firewall Management ...
- Systems Administration: Windows Server, Linux, Active Directory, Group Policy ...
- Tools & Platforms: ServiceNow, Tanium, Lansweeper, Office 365, PowerShell, Python
- Problem Solving & Adaptability: Critical thinking, rapid troubleshooting, continuous