



SOUILAH IMAD EDDINE

IT Support Specialist • Ethical Hacker • System Administrator

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Passport: Valid (Exp. 2034)

Military: Exempt/Completed

Availability: Immediate

PROFESSIONAL SUMMARY

Cisco-Certified IT Support Specialist and Ethical Hacker with 5+ years of experience in hardware repair, technical troubleshooting, and network maintenance. Proven track record at international industrial groups (Altrad Group) and public sector. Expert in component-level diagnostics, secure network infrastructure, and Tier 1-3 technical support. Holds Google IT Support Professional Certificate and 6 Cisco certifications.

CORE COMPETENCIES

IT Support & Repair

PC/Laptop Hardware Repair, Component Diagnostics, System Imaging, Help Desk (Tier 1-3)

Networking & Security

Ethical Hacking, Cisco Routing & Switching, TCP/IP, DNS/DHCP, VPN, Vulnerability Assessment

Systems Administration

Windows Server, Linux CLI, Active Directory, OS Deployment, Patch Management, User Access Control

Development & Design

Full-Stack Web Dev, API Integration, UI/UX Design, Graphic Design

CERTIFICATIONS

- ✓ Ethical Hacker – Cisco (2025)
- ✓ Network Technician – Cisco (2025)
- ✓ Google IT Support Professional (Coursera)
- ✓ Google IT Automation w/ Python (Coursera)
- ✓ Introduction to Cybersecurity – Cisco
- ✓ Computer Hardware Basics – Cisco
- ✓ English for IT 1 – Cisco
- ✓ EF SET B2 Upper Intermediate

EDUCATION

Technicien Supérieur – Digital Systems & Networks

INSFP Skikda • 2018 – 2021

Mention Bien • GPA: 13.07/20 • Thesis: 16/20

Baccalaureate in Management & Economics

2014

LANGUAGES

Arabic Native French Fluent English B2

PROFESSIONAL EXPERIENCE

Senior IT Support & Network Technician

ALTRAD GROUP

Global Industrial Leader

- Provided comprehensive on-site and remote technical support for an international industrial workforce.
- Performed advanced hardware troubleshooting and repair for desktops, laptops, and networking equipment.
- Managed incident resolution and maintenance for local area networks (LAN).
- Administered Active Directory users, groups, and permissions across multiple sites.

IT Consultant & Senior Full-Stack Developer

2021 – PRESENT

Global Clients (Remote)

- Delivered remote technical troubleshooting and security hardening using Ethical Hacking methodologies.
- Built secure web applications and APIs with full-stack technologies.
- Conducted network vulnerability assessments and provided remediation strategies.
- Created end-to-end technical documentation and user training materials.

IT Systems & Network Specialist

2018 – 2021

Municipality of Skikda (APC) – Apprenticeship

- Diagnosed and repaired hardware assets across all municipal departments.
- Maintained digital infrastructure including workstation configuration and network connectivity.
- Managed HR information systems and performed preventative maintenance on IT assets.

TECHNICAL TOOLKIT

Networking: Cisco IOS, Packet Tracer, Wireshark, Nmap, TCP/IP, DNS, DHCP, VPN

Systems: Windows Server, VMware ESXi, Active Directory, Linux (Ubuntu, CentOS)

Development: HTML, CSS, JavaScript, PHP, SQL, Python, Git, Docker

Security: Ethical Hacking, Penetration Testing, Vulnerability Assessment, Nmap

Design: Adobe Photoshop, Illustrator, Figma, UI/UX Design