BENSAID Abdel

IT Support Coordinator

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linkedin.com/in/abdel-bensaid
Languages: French, English, Arabic

PROFESSIONAL EXPERIENCE

Europ Assistance / Redion (Freelance) — **IT Team Leader — L1/L3 Support** | *Oct. 2024 – Present* | *Saint-Denis (93)*

- Coordinated and supervised an L1/L3 IT support team serving 2,000 users
- Prioritized and dispatched tickets according to SLAs, business impact and team responsibilities
- Reported on support activity through KPI tracking, dashboards and incident trend analysis
- Administered Microsoft Entra ID (Azure AD) and on-premises Active Directory
- Managed mobile devices and workstations with Microsoft Intune (MDM/MAM), including compliance policies and configurations
- Administered Exchange Online mailboxes, distribution groups, resources and delegated permissions
- Automated workflows and onboarding with Power Automate and Office Scripts across SharePoint, Teams and Exchange
- Handled and resolved L1/L3 incidents in ServiceNow and JIRA, including SLA tracking, escalations and KEDB
- Managed asset inventory with Lansweeper, custom SQL queries and asset reports
- Performed sensitive AD operations through CyberArk PSM using privileged accounts in an Accenture tenant
- Deployed and imaged Windows 10/11 workstations using MDT, WDS and WinPE USB media
- Migrated workstations from Windows 10 to Windows 11
- Managed network patching, RJ45 cabling, rack organization and patch panels
- Provided technical support for meeting and event rooms, including AV, connectivity and equipment
- Developed internal tools: Redion IT Hub (WPF/PowerShell), BulkExchangeManager and IT Kiosk (ServiceNow self-service)
- Developed a centralized, hosted IT platform combining KPIs, dashboards, a knowledge base, incident tracking and reporting
- Modernized IT support with AI by developing a next-generation self-service kiosk with an AI chatbot for automated ticket creation and tracking

SCC — French Ministry of Ecology (Freelance) — **VIP L1/L2 Support & Infrastructure** | *Apr. 2024 – Oct. 2024* | *Paris 07*

- Provided VIP support and managed priority incidents for ministry executive teams
- Imaged and configured Windows workstations and iOS/Android smartphones
- Managed the IT estate through Active Directory, including account creation and updates and GPO administration
- Performed network patching and worked on physical infrastructure, racks and RJ45 cabling
- Deployed digital kiosks and managed their configuration and peripherals
- Tracked and processed tickets in GLPI and EasyVista
- Developed PowerShell scripts to automate recurring tasks
- Updated and deployed application packages through the company portal
- Configured and prepared workstations, including imaging, customization and return to service

Indigo (Temporary agency work) — **L1/L2 Support Technician** | *Sep. 2023 – Feb. 2024* | *Marne-la-Vallée*

- Provided L1/L2 user support and diagnosed incidents affecting desktops, mobile devices and printers
- Troubleshot hardware and software in Windows environments, both on site and through the help desk
- Imaged and deployed workstations in an Active Directory environment
- Managed user accounts and access rights in Active Directory
- Tracked and processed ServiceNow tickets in line with SLAs

Oblivions (Fixed-term contract) — **Front-End Developer** | *Jul. 2022 – Jul. 2023* | *Paris 04*

- Developed Angular web applications for clients across multiple industries
  - *DaCosta — Order & Customer Management | Angular, RxJS, Tailwind CSS, Node.js, MongoDB, Scrum/Agile*
  - *HomeBatiment — Order & Customer Management | Angular, RxJS, Tailwind CSS, Node.js, MongoDB, Scrum/Agile*
  - *Oblivions Soft. — SMTP & Email Campaigns | Angular, RxJS, Node.js, MongoDB, Ubuntu, Scrum/Agile*
  - *Oblivions Soft. — Administration Panel | Angular, RxJS, Tailwind CSS, Node.js, MongoDB, Scrum/Agile*
  - *DVDT — Corporate Website | WordPress, HTML, CSS, PHP, JavaScript, Scrum/Agile*

TheDigitLabs (Work-study program) — **Angular Front-End Developer** | *Oct. 2020 – Jun. 2022* | *Paris*

- Developed Angular web applications for clients across multiple industries
  - *TheDigitLabs Soft. — Customer Management | Angular, RxJS, Tailwind CSS, Node.js, MongoDB, Scrum/Agile*
  - *AvDP — E-commerce | WordPress, HTML, CSS, PHP, JavaScript, Scrum/Agile*
  - *Laverie SBS — Corporate Website | WordPress, HTML, CSS, PHP, JavaScript, Scrum/Agile*
  - *FMP — Administration Panel & Data | Angular, RxJS, Tailwind CSS, MySQL, Node.js, Scrum/Agile*

· *TheDigitLabs Soft. — Data Monitoring | Angular, REST API, Swagger, Tailwind CSS, Scrum/Agile*

PERSONAL PROJECTS

Full-Stack Development — **Nova Project — Tradespeople Platform** | *Ongoing* | *Personal*

- Built a marketplace connecting tradespeople such as locksmiths and plumbers with individual customers
- Designed a trust and reputation system with reviews, scores and provider verification badges
- Integrated a Maps API for geolocation and nearby provider searches
- Implemented secure JWT authentication and professional/customer role management
- Stack: React, Node.js, MongoDB, JWT and Maps API; hosted on a VPS and accessible online

SELF-DIRECTED LEARNING

TryHackMe — **Cybersecurity** | *Ongoing* |

- Web application security
- Operating system security
- Offensive and defensive security
- Networking fundamentals
- Penetration testing and web security testing
- Burp Suite, Metasploit and Nmap
- Vulnerability research

TECHNICAL SKILLS

Systems & Infrastructure: Windows 10/11, Windows Server, Linux (Ubuntu/Debian), Active Directory, GPO, DNS, DHCP, TCP/IP
Cloud & Identity: Microsoft Entra ID (Azure AD), Microsoft Intune (MDM/MAM), Exchange Online, Microsoft 365
Automation: Power Automate, Office Scripts, PowerShell, WPF, MDT/WDS
ITSM & Monitoring: ServiceNow, JIRA, GLPI, EasyVista, Lansweeper, CyberArk PSM
Development: Angular, RxJS, Node.js, TypeScript, JavaScript, Next.js, React, SQL, MongoDB, WordPress
Deployment: Windows imaging, WinPE, MDT, Intune Autopilot, bootable USB media
Mobility: iOS, Android, Intune MAM and MDM profile management

EDUCATION

2020 – 2022 **BAC+4 Diploma in Application Design and Development** — DORANCO
2018 – 2020 **BTS in IT Services for Organizations (SIO)** — Auguste Blanqui
2015 – 2018 **French Scientific Baccalauréat** — Auguste Blanqui