MOHAMMED BOUANANE

Denver, CO 80237 • www.linkedin.com/in/mbouanane

PROFESSIONAL SUMMARY: Exceptionally focused and reliable Computer Network Specialist with a superb record of customer service. Thoroughly knowledgeable in current and evolving trends in computer network security.

SKILLS

Diligent and levelheaded. Organized, Methodical, Troubleshooting, Systematic, Meticulous, Logical, Communicative, Determination, Flexible, Leadership, Exemplary time management, Resourcefulness, and Customer Service-Oriented. Fluent in Arabic, English, and French.

TECHNICAL SKILLS

Overview: Knowledge of theory and concepts needed to identify and resolve technical problems. **CompTIA A+** and **Network+** certified**.** Technical skills include:

- **Networking -** Active Directory fundamentals; DHCP and DNS Server; Group Policy management fundamentals; 802.11/ PAN/LAN/ design, configuration, and troubleshooting; Remote Desktop assistance; VPN, NAT, PAT and VLAN configuration
- **Hardware -** Data encryption, backups, recovery, cleanups, images; Mobile Device troubleshooting; PC/Laptop maintenance; Network Printer troubleshooting; Networking Cable management

EDUCATION

ActivateIT / Per Scholas Institute of Technology, Denver 12/2020
CompTIA A+ and CompTIA Network+
500+ hours of remote technical and professional training

***Bachelor's Degree: Economy & Management*,** USMBA Fes, MOROCCO 07/2012

Associate Degree: Economy & Management, USMBA Fes, MOROCCO 07/2011

High School Diploma: Experimental Science, USMBA Fes, MOROCCO 07/2005

PROFESSIONAL EXPERIENCE

Mile Hi Bakery **Packer and Pan Machine Operator** **June 2015-September2020**

Ensure proper machine set up and operation according to standards. Ensure that product meets the company standards and specifications. Follow safe work practices and obey all safety rules. Securing needed supplies and completing timely process control checks and CCP checks. Passed all safety exams.

Denver Luxury Limousine **Lead Driver** **April 2012 to May 2015**

Opened and assigned new client accounts. Reviewed federal law and state laws to confirm and enforce company compliance. Researched and resolved billing and invoice problems. Oversee and consult with vehicles mechanical issues. Provide outstanding customer service and resolve problems. Remained courteous and professional while handling demanding situations with guests, traffic, and other vehicles on the road. 100% customer satisfaction.

Zouhour Insurance **Insurance Agent** **June 2007-April 2012**

Answer any questions or concerns policyholders have with their insurance claims. Explain the features of policies and both advantages and disadvantages of various policies. Develop and maintain relationships with underwriters in the lines of business we offer to our clients. Sent reminders of premium payments and notified customers of any rate changes. Utilizing a variety of methods in performing research leading to the establishment of high potential prospects for AAA products. These methods include direct mail, referral systems, associate cross-selling, partnership sharing, prospect purchases, etc. Customize insurance programs to suit individual customers, often covering a variety of risks. Identifying the client's needs to provide referrals and/or recommendations to assist in short- and long-term options. Operating office equipment, such as fax machines, copiers, or phone systems, and arrange for repairs when equipment malfunctions.