

AYOUB KEFI

IT Support Technician | Computer Systems Technician | Full-Stack Developer

Technical Support · Troubleshooting · Windows · Hardware · Networking · Web Development

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PROFILE

IT Support Technician with a BTP in Micro-Systèmes Informatiques and 8 months of hands-on technical internship experience across computer maintenance, hardware/software troubleshooting, Windows systems and networking environments. Currently providing customer-facing technical support for Samsung devices, including issue diagnosis, configuration, connectivity troubleshooting and after-sales assistance. Additional Full-Stack Development experience provides practical knowledge of software debugging, APIs, databases and deployment environments. Native Arabic speaker, fluent in French and English. Open to international opportunities and relocation.

TECHNICAL SKILLS

IT Support End-user support, hardware/software diagnosis, device configuration, technical troubleshooting & issue resolution, after-sales technical assistance, PC maintenance, Microsoft Office

Systems Windows 10/11 installation, configuration & troubleshooting; Windows Recovery, Safe Mode, System Restore; BIOS/UEFI; drivers; user accounts & permissions; PowerShell basics. Training-based exposure to Windows Server, Active Directory (AD DS) and Group Policy fundamentals.

Hardware PC assembly/disassembly, laptop & desktop repair, RAM/SSD/HDD upgrades & replacement, CPU/motherboard/PSU diagnostics, thermal maintenance, disk cloning, no-boot/crash troubleshooting, peripherals, printer/scanner support

Networking TCP/IP, IPv4, static IP configuration, subnetting fundamentals, DNS, DHCP, LAN/Wi-Fi troubleshooting, routers, switches, access points, VPN troubleshooting, Ethernet/RJ45 cabling, ping/ipconfig/tracert/nslookup

Microsoft 365 & Virtualization Microsoft 365 fundamentals (Admin Center, user & license management); VMware and VirtualBox (VM setup); Linux basics & command line

Remote Support Remote Desktop, AnyDesk, TeamViewer

Mobile Support Android/Samsung troubleshooting, Samsung/Google account setup, data transfer & backup, factory reset/recovery, software updates, connectivity and charging/battery diagnostics

Security & Recovery Antivirus/anti-malware, Windows Firewall basics, user permissions, backup & recovery

Full-Stack Development HTML/CSS, JavaScript, TypeScript, React, Next.js, Node.js/Express, PHP, Laravel, Symfony, REST APIs, MySQL, PostgreSQL, MongoDB, Git/GitHub, Postman, Vercel, Railway, Render

Languages Arabic — Native · French — Fluent · English — Fluent

PROFESSIONAL EXPERIENCE

Technical Support & Sales Advisor · Samsung Mobile Store

June 2025 – Present

Nabeul, Tunisia

- Diagnose hardware and software issues on Samsung smartphones and tablets and provide appropriate technical assistance.
- Configure devices, user accounts, applications, connectivity and system settings based on customer requirements.
- Support after-sales technical requests and escalate repair or warranty cases through the appropriate service process.
- Explain technical issues and recommended solutions clearly to non-technical customers.

INTERNSHIP & PRACTICAL EXPERIENCE

Computer & IT Technician Intern · Ste Sef Informatique

Two training periods · 4 months total

- Diagnosed and troubleshoot hardware and software issues on desktop PCs and laptops.
- Performed PC/laptop maintenance, including OS installation/reinstallation, formatting and software setup.
- Assisted with computer repair and general technical troubleshooting for walk-in clients.

Computer & IT Technician Intern · Ste Hi Tech

2-month training period

- Carried out hardware and software diagnostics on desktop and laptop computers.
- Reinstalled and configured operating systems, and formatted machines as part of repair workflows.
- Supported day-to-day computer repair and maintenance tasks alongside technical staff.

Network Technician Intern · Tunisie Telecom

2-month training period

- Assisted with network troubleshooting and maintenance of telecommunications equipment.
- Worked with routers and helped diagnose connectivity and network equipment issues.
- Supported field technicians during maintenance of street network distribution infrastructure.

Freelance Full-Stack Developer · Independent Contractor · Remote

January 2024 – Present

- Develop, troubleshoot and deploy full-stack web applications across REST APIs, relational/NoSQL databases, version control and cloud deployment environments.
- Diagnose application, API, database and deployment issues using systematic debugging and troubleshooting techniques.

Full-Stack Web Developer Intern · Boîte de Développement

1-month internship

- Contributed to frontend and backend development of web applications.
- Assisted with implementation, debugging and development tasks across the application stack.

SELECTED TECHNICAL PROJECT

TixFlow — SaaS Helpdesk & Ticketing Platform

Stack: Laravel 11, TailwindCSS, MySQL

- Developed a multi-role helpdesk platform with Admin, Agent and User access, ticket lifecycle management, real-time notifications and inventory management.

[Live Demo](#)

EDUCATION

BTP — Technicien de Micro-Systèmes Informatiques

(Computer Systems / IT Support Technician)

CSFM, Tunisia · 2021–2023

BTS — Développement Web

(Brevet de Technicien Supérieur)

Elite Formation, Nabeul, Tunisia · 2023–2025

CERTIFICATIONS

The Complete Web Developer 2024 — Udemy · Node.js: The Complete Guide — Udemy · Responsive Web Design — freeCodeCamp