



Zine Adjemi

IT Support

Experienced IT support agent with over 3 years of experience in resolving level 2 and 3 technical issues. Strong communication, problem-solving, and teamwork skills..

CONTACT INFO

✉ adjemizine@gmail.com

☎ +33748304443

📍 14 avenue Saint Exupéry 01200
Valserhône

LANGUAGES

- French
- English

PROFESSIONAL SKILLS

- Unix,linux,windows
- **HTML/CSS, SQL (Postgre SQL, Oracle), Ruby, Java,Shell**
- **remote access tools**
- **Resolved level 2 and 3 technical issues for end users**
- **Provided support via phone, email, and chat**
- **Managed support tickets**
- **Trained users on IT products and services**

EDUCATIONAL BACKGROUND

LE WAGON

Ruby | 07/2023 – 09/2023

LDNR

C/C++/JAVA | 11/2018-06/2019

WORK EXPERIENCE

IT Support technician

Airbus Group | May – July 2020, 2023

- Service now
- Anlaysis of the need
- Oracle db/Postgresql/MSSQL
- Technical documentation
- Application bugs
- Shell scripts,IIS,cmd linux unix
- IP address declaration for printers and software
- user support
- Management of user rights and access in line with good practices;
- Installation and configuration of new equipment

FULL STACK Developer

Airbus Group | june 2019-2020

- Java,react js
- soap ui
- unit tests

Airbus - N2/N3 DEV Support Agent - Permanent Contract
July 2020 - May 2023, Toulouse, France

Project Context:

As part of the Product Lifecycle Management (PLM) / ELEC at Airbus, I worked on several data processing applications related to electrical harnesses (A320, A330, A350, A380 aircraft). I had various roles (N2 support, N3 support, developer) in data processing in collaboration with Airbus electrical engineers.

Technical Environment: Methodologies/Software Used:

Agile SAFe, Microsoft Office, Service Now, AS400, Remote Desktop, MremoteNg, MobaXterm, Unix command lines, Linux, data processing software with spreadsheet (coded in C#), web portal (coded in Java EE) for model transfer processing, Shell scripts, PowerShell, Microsoft Windows Server 2008 to 2016, Microsoft SQL Server 2008 to 2016, internal Airbus software.

Missions:

- Deletion, modification, transfer of models (models: aircraft electrical harness plans)
- User support to assist in data modifications
- Monitoring for tracking and transfer of plans
- Task automation
- Task planning
- Email alerts for plan transfer logs
- Database cleaning of models
- Escalation of level 2 incidents to level 3
- Meeting follow-up for software updates
- Granting user access rights to printers and software in line with their roles and permissions
- Manual launch of batches at various times
- Remote connections management
- Writing procedures and documents for users
- Technical documentation
- Management of automatic batch launch errors in case of failure
- Reading and analysis of logs
- Receipt of alerts via email or internal Airbus software in case of task failure, cronjob
- Database analysis in case of non-receipt or faulty data
- Incident tracing
- Configuration of launch times and batch execution, cronjobs in connection with deadlines and adherence to office hours for different countries (Mexico, India, China, United States, etc.).
- Resolution of bugs related to applications by analyzing the code
- Management of multiple remote servers
- Task automation
- Task planning
- Migration of data output format from Excel to CSV
- Application version updates with Infragistics
- Migration of .NET versions
- Migration of Windows Server and SQL Server versions
- Data tables (adding features to a spreadsheet)
- Deployment + production implementation
- Updates of web application certificates (Linux server, Windows server)

Airbus – Full Stack Developer (Java JEE, React JS) – Permanent Position
September 2019 – June 2020, Colomiers, France

Project Context:

As part of the partnership with Capgemini to expand the development team for the LOGBOOK application, which records if a fault or malfunction occurs once the aircraft is ready for delivery and is then maintained by technicians using the application. (Task tracking)

Responsibilities:

The proposal presented and chosen by Airbus was an application that consolidates accreditation requests and tracks tasks performed on aircraft; in a Progressive Web App (PWA) developed in JAVA and REACT.JS with MongoDB and Oracle databases (Airbus core). This application was developed and subsequently audited by Airbus and is widely validated by end users and Airbus.

Technical Environment: Methodologies / Software Used:

Scrum, React JS, JAVA EE, unit tests (JUnit), functional tests, Selenium, GitHub, Gitlab, SoapUI, Maven, OpenShift, MongoDB, Oracle

FMS – Mobile Application Developer Intern – Internship June 2019 – August 2019, Toulouse, France

Project Context: As part of my internship, we had to create a mobile application with the goal of allowing internal company members to access training related to their experiences using a QR code and an authentication system.

Responsibilities:

- Develop an authentication system in PHP Laravel
- Connect the backend with the frontend
- Implement a QR code reading system

Technical Environment: Methodologies / Software Used: SCRUM, PHP, Laravel Framework, React Native, PHP artisan