

# Mohamed Ali Janah

IT Engineer

Southvale Crescent  
Ottawa, Ontario, K1N 4L9  
(613) 851-5089  
Janah.ma@yahoo.com

## SUMMARY OF QUALIFICATIONS

- Over 9 years of experience in the IT field.
- English, French (Bilingual)
- Technical experience in: SAGE ERP, CRM, VMware ESXi, Fortinet, M365, SQL Server, GLPI
- Project & Achievement
  - Secured the network of a subsidiary and established a private connection with the headquarters to provide permanent and secure access for managers to data, facilitating control and audits.
  - Optimized the use of Microsoft 365 platform services, including Planner and SharePoint, to centralize the group's documents in a collaborative cloud space, thereby reducing the risk of document loss.
  - Implementation of a Customer Relationship Management (CRM) system in a subsidiary specializing in the production and sale of natural grass.
- Customer oriented, Problem solver, Team player

## WORK EXPERIENCE

### IT Manager Group

Jul 2021 – Jul 2024

KBA HOLDING • Agadir, Morocco

- Collaborated with the executive committee to define the strategic direction for the group's information systems.
- Developed budgets, monitored expenses, and ensured effective budget management.
- Supervised the implementation and adherence to procedures, security guidelines, and best practices.
- Implemented, operated, maintained, and administered information systems, networks, and security.
- Ensured the availability, security, and backups of application servers and databases.

### IT Engineer

Apr 2020 - Jun 2021

KBA HOLDING • Agadir, Morocco

- Collected user requirements and drafted functional specifications and requirements documents.
- Provided technical support and assistance to end-users, managed intervention requests until resolution.
- Ensured the implementation and adherence to information system security guidelines.
- Administered, maintained, and documented information systems, networks and cybersecurity. Keeping operational documents up to date.
- Continuously improved application services by detecting malfunctions and anticipating developments, thus reducing interruptions and enhancing the resilience of the information system.

## **IT Consultant**

Dec 2014 - Mar 2020

IMRASOFT • Agadir, Morocco

- Led projects to implement SAGE ERP solutions: installation, configuration, training, support, and maintenance.
- Collected client requirements and drafted functional specifications and requirements documents.
- Provided technical support and assistance to client collaborators, managing intervention requests until closure.
- Collaborated with client IT departments to guarantee the operability of systems and business solutions.
- Ensured the proper functioning, availability, security, and backup of SAGE solutions databases at client sites.

## **EDUCATION & TRAINING**

---

### **Master's degree in New Technologies and Project Management**

2013

The University of Nice • Nice, France

### **Diplôme d'Ingénieur in Business Informatics**

2013

Moroccan School of Engineering Sciences • Rabat, Morocco