ANAS EL-YOUSSEFI Morocco

IT consulting and deployment support

PROFILE

I am 26 years old a Cloud and Network Specialist with a Technical Diploma in Infrastructure Digital Cloud Computing . Experienced in Azure/M365 and open-source cloud platforms like OpenStack. Strong background in IT support, cybersecurity, and cloud administration. Experienced in IT Sales and consulting with Business Development.

CONTACTS

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SKILLS

-**Network**: Troubleshooting

Active Directory Windows/Linux

IT Security LAN WAN VPN DNS, DHCP

SQL Proxmox/Vsphere TCP/IP

-**Cloud/DevOps**: Azure Aws GCP

OpenStack script Shell/Bash Jenkins

Docker GitLab Bitbucket Cloud Strategy

Cloud Maintenance Ceph GitHub

-**IT Sales Executive** Negotiation and Sales

Presentation skills Communication

-**Deploy and managed**: AI n8n Odoo

CERTIFICATE/ COURSES

Google Project management

Google coursera │ September 2025 Oct

Google Cybersecurity Certificate

Google coursera │ July 2025 September

Google IT support certificate

Google Coursera– │ May 2025 August

English Access Program

B2 English US Embassy Rabat 2016

LANGUAGES

ARABIC C2	**Native**	❙❙❙❙❙
ENGLISH B2	**Proficient**	❙❙❙❙❙
FRENCH A2	**intermediate**	❙❙❙❙❙

INTERESTS

- **Outdoor sport / Paragliding / Travelling / Reading / Tech**

EXPERIENCE

1. FlyOppi IT Support and client relationship (CRM)

FlyOppi.org

Remote
04/2025 Present

Role: IT Support / Helpdesk Technician
Email managed: support@flyoppi.org

- Provided first-line and second-line technical support to 50 users daily via email ticketing system (support@flyoppi.org)
- Managed and prioritized technical inquiries, achieving 95% resolution rate within 24H
- Diagnosed and resolved server, software, and website, reducing downtime by 30%
- Performed user account management, including access control, password resets, and profile configuration.

CloudPotential

Part-time
08/2023 03/2025

Role: IT Sales and consultancy manager

- Supporting startups in accessing up to $5,000 in Azure credits and utilizing Microsoft cloud tools and leverage Microsoft's cloud ecosystem for business growth.
- Provided technical consulting and deployment support to help startups launch and scale their solutions on Microsoft Azure and optimize the costs.
- Promoted and sold CloudPotential's IT services to startups, including IPTV Servers, gaming solutions, workflow automation (n8n), and web hosting ecosystems integrating servers and billing systems.
- Conducted client meetings (online and onsite) to assess business needs and deliver tailored cloud solutions.
- Ensured accurate CRM tracking and reporting of opportunities, conversions, and customer engagements.
- Provided implementation and support for Odoo ERP and Mautic marketing automation
- Initiate after-sales technical support based on clients requirements and feedback

EDUCATION

Technical diploma inInfrastructure Digital -Cloud/Network- (Level5-EQF)

07/2021 07/2023

2+ YEARS EXPERIENCE:

Cloud Architecture: IaaS,PaaS,SaaSmodels

Cloud OpenSource: OpenStack,oVirt,CloudStack

Networking : LAN, WAN,DNS,DHCP,VPN,TCP/IP,VoIP

Virtualization Proxmox,Vsphere,Docker-InformationSystemSecurity

Baccalaureate High school

06/2021

Option Physical Sience

KEY ACHIEVEMENTS

- **DevOps**

  CI/CD Implemented and configured **CloudPanel** and **HopeBilling** integrated with **VestaCP** for automated web hosting and billing management. Ansible, Bash/sell)
  Implemented **virtual VMs and networks, storage, VMs, and IAM policies** with security and automation in mind.
  Integrated **monitoring, backups, and cost management** to ensure reliability and operational efficiency.