System & network Administrator - Trilingual

HOUSSAM TOULNI

Informations

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Adresse : Brussels (Anderlecht)

Drivers License

Birth Date: 10/07/1989

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Education

2025

Career-oriented training in System and Network Administration with emphasis on Security (Technobel)

2021

Python & SQL (Datacamp)

2019

AZ-900: Microsoft Azure fundamentals Certification

C/ C++ S19 (école 42)

2019

FreeCodeCamp - Full Stack Web Development Certification

2015 - 2017

Graduate Computer Science - Developer, CVO Lethas (Odisee/ KU Leuven)

Work Experience

Training   **10/2024 - 07/2025**

Via Technobel, Louvain-La-Neuve
- Systems & Virtualization: Windows Server/Client, Hyper-V, VMware ESXi
- Messaging & Collaboration: Exchange 2019, Office 365 administration & deployment
- Cloud & IaaS: Microsoft Azure IaaS, AWS (Fundamentals & Operations)
- Security: Windows Security (PKI), Office 365 & Azure security, Firewalls (Checkpoint, Fortinet)
- Backup & Recovery: Veeam Backup

Projects:
- Business case study (team project): full infrastructure analysis and secure design
- Personal project: presented and defended before a professional jury

IT Support Consultant   **04/2023 - 09/2024**

Fluxys via Klanik, Brussels
- Delivered second-line support for internal applications, including GSmart products
- Diagnosed and resolved technical incidents, service requests, and events in a timely manner
- Actively participated in release and change management processes
- Created and maintained technical documentation and knowledge base articles

IT Support Consultant   **02/2022 - 12/2022**

Belgian Chamber of Representatives via Klanik, Brussels
- Delivered both Level 1 and Level 2 technical support in a Microsoft environment
- Effectively managed functional and shared mailboxes for multiple departments
- Collaborated with product teams to investigate and resolve incidents efficiently
- Suggested and implemented procedural improvements to streamline support operations
- Applied ITIL practices to ensure timely resolution and transparent communication with users and stakeholders

Languages

- French (Native)
- Dutch (Native)
- English (Fluent)

Soft skills

- Self-driven and autonomous
- Strong problem-solving skills
- Team player
- Excellent communication skills
- Customer-oriented
- Stress-resilient

Hard skills

- Azure administration
- Active directory AD
- Windows sever 2022
- Cisco routing / Switching
- VPN Firewall
- Exchange
- Virtualisation
- O365 Administration & Deployment
- AWS & Azure
- Powershell
- Support L1 et L2
- Déploiement de logiciel
- optimisassions de process
- Backup managment

Areas of Interest

- Video games
- Information Technology
- Travel
- Cooking

IT Support Consultant   01/2021 - 08/2021

European Commission via CGI, Brussels
- Provided Level 1 and 2 technical support to internal users across various departments
- Managed functional mailboxes and resolved a wide range of end-user issues
- Collaborated with product teams to troubleshoot and escalate complex technical problems
- Contributed to improving support workflows and internal procedures
- Maintained consistent and clear communication with stakeholders
- Applied ITIL framework to ensure structured incident handling and service continuity

DevOps Infrastructure Support Engineer   04/2020 - 01/2021

Engie via CGI, Brussels
- Provided both Level 1 and 2 support, handling a wide range of technical incidents and service requests
- Managed functional mailboxes and ensured fast, effective resolution of user issues
- Worked closely with development and product teams to troubleshoot and resolve complex problems
- Identified and implemented process improvements to optimize support workflows and reduce resolution times
- Maintained transparent and consistent communication with all stakeholders
- Applied ITIL best practices to ensure efficient service delivery and structured incident management

System Engineer   07/2018 - 03/2020

IT Anywhere, Brussels
- Delivered comprehensive L1/L2 support for Office 365 ecosystem (Outlook, Teams, Skype, OneDrive, SharePoint)
- Troubleshot and resolved IT issues across endpoints, ensuring minimal downtime and business continuity
- Managed user accounts, permissions, and access rights in compliance with internal policies
- Configured and maintained firewalls, proxies, VPN access, tokens, and endpoint security solutions
- Deployed software remotely across infrastructure and handled scan-to-mail and print resource coordination
- Performed regular network connectivity checks and proactive server monitoring
- Managed mobile device configuration (smartphones/tablets) to align with security requirements
- Applied ITIL best practices in all support operations, ensuring structured and reliable service delivery

Helpdesk   12/2016 - 06/2018

ACV-CSC via SBP, Brussels
- Provided Level 1 and 2 support for end-users in a Microsoft 365 environment (Outlook, SharePoint, Teams, Skype, OneDrive)
- Handled incident resolution across desktops, laptops, mobile devices, and printers to ensure high availability and service continuity
- Managed user accounts, group memberships, and access permissions within Active Directory and related systems
- Configured and maintained firewalls, VPN access, proxies, security tokens, and endpoint protection
- Performed software deployments and managed scan-to-mail and printing solutions
- Conducted regular network diagnostics and monitored server performance proactively
- Set up and secured mobile devices (iOS/Android) to meet internal compliance standards
- Ensured strict adherence to ITIL processes, with a focus on responsiveness, documentation, and stakeholder communication

Order Fulfillement   05/2016 - 12/2016

Telenet via Nilort, Mechelen
- Analyzed customer network setups to identify, diagnose, and resolve technical issues
- Handled CI+ (Common Interface Plus) and STB (Set-Top Box) pairing, ensuring proper integration and functionality
- Advised business customers on the best integration practices tailored to their infrastructure
- Monitored and coordinated broadcast center integrations for corporate clients
- Configured broadcast systems according to technical and operational standards
- Responded to customer and partner inquiries via phone, delivering timely and professional support

Control Tower Agent   05/2015 - 04/2016

UPS/Kiala, Brussels
- Supported the transition of Kiala shippers to UPS systems by managing documentation transfers and integration steps
- Provided technical support and guidance to customers on integration issues, escalating complex cases via email and phone when needed
- Monitored integration project progress, ensuring timely and smooth implementation
- Created test shipments and validated UPS technology within the Kiala environment
- Handled onboarding of new Kiala clients and resolved shipment errors or failures
- Provided support for in-store terminals and customer-specific retail network setups
- Used Jira and SharePoint for tracking, documenting, and resolving technical incidents
- Assisted with mobile solution deployments to improve operational efficiency and user experience