

Yacine Drif

NETWORK SUPPORT | IT INFRASTRUCTURE

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PROFESSIONAL SUMMARY

Bilingual (English/French) IT Support Technician with approximately 2.5 years of experience supporting enterprise IT environments, troubleshooting connectivity issues, and maintaining reliable network operations. Hands-on experience configuring and troubleshooting VLANs, ACLs, VPNs, wireless access points, DNS, and DHCP, along with Cisco switching and routing fundamentals, STP, and SSH. Experienced in network monitoring with Zabbix and SNMP, firewall monitoring, DNS filtering, and UniFi infrastructure across multiple locations. Practical Ansible experience writing and running playbooks for configuration changes. CCNA-certified, with AWS Certified Solutions Architect – Associate certification and a Bachelor's degree in Networks and Telecommunications.

TECHNICAL SKILLS

Networking: Cisco switching and routing fundamentals, VLANs, ACLs, STP, SSH, VPN support, wireless access points, DNS, DHCP, TCP/IP and connectivity troubleshooting

Security & Monitoring: Firewall monitoring, DNS filtering, Zabbix, SNMP

Automation & Infrastructure: Ansible playbooks for configuration changes, UniFi, network racks and patch panels, cabling organization, network documentation

Systems & Support: Windows, Linux/WSL, Microsoft 365, hardware troubleshooting and repair, Tier 1/Tier 2 support, remote and onsite support

Cloud: AWS EC2, EBS; AWS Certified Solutions Architect – Associate

PROFESSIONAL EXPERIENCE

Helpdesk Technician — Capago International | Aug 2025 – Jun 2026

- Provided onsite and remote technical support, troubleshooting Windows, Microsoft 365, VPN, and network connectivity issues.
- Supported network infrastructure across four network rooms containing approximately 80 switches, two firewalls, and one router; worked with patch panels, rack connections, and cabling.
- Used Zabbix and UniFi tools to support network monitoring and investigate connectivity issues; supported remote access through OpenVPN and JumpCloud.
- Performed laptop hardware interventions, including RAM, hard-drive, and network-card replacements, and documented issues for escalation and follow-up.
- Helped identify switch ports and trace network connections for connected devices, including cameras, when port information was missing.

Helpdesk Technician — Playmode SPA and Ideal Labo (Algeria) | Dec 2023 – Aug 2025

- Handled helpdesk requests and resolved day-to-day software, hardware, and user-access issues in a business environment.
- Set up workstations and peripherals, managed user accounts, and installed or troubleshot Windows and Microsoft Office applications.
- Provided technical support in French and English, explaining technical issues clearly to non-technical users.

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA 200-301) — Cisco
- AWS Certified Solutions Architect – Associate (AWS SAA)

EDUCATION & LANGUAGES

Bachelor's Degree in Networks and Telecommunications — UMBB, Algeria

Languages: French — TCF Canada, C2 | English — IELTS General Training, C1