

MOHAMED EL AOUAD

IT Support & Digital Systems Specialist

Service Desk | End-User Support | IT Operations | Hosting | Security | Incident Resolution

+212 777 402 549 | contact@mohamedelaouad.com | Agadir, Morocco

Portfolio: mohamedelaouad.com | LinkedIn: [shorturl.at/pMLb2](https://www.linkedin.com/in/shorturl.at/pMLb2)

TARGET

Best for IT support, service desk, IT operations, digital systems and technical support roles.

CORE SKILLS

End-User Support

Incident Resolution

Service Requests

Technical Troubleshooting

Account Support

Professional Email

Hosting & DNS

Backups & Recovery

Website Security

IT Documentation

Vendor Coordination

Business Applications

LANGUAGES

- Tamazight - Native
- Arabic - Native
- English - Advanced
- French - Advanced
- German - Beginner

PROFILE

IT Support and Digital Systems Specialist with hands-on experience supporting internal users, resolving technical incidents and maintaining business-critical digital services. Experienced in service requests, troubleshooting, user access, professional email, hosting, domains, backups, website security, documentation and coordination with internal teams and providers.

PROFESSIONAL EXPERIENCE

IT Specialist & Full-Stack Developer

Present

Intouriste Hotel & Suites - Agadir

- Provide day-to-day IT support to management and internal teams, resolving hardware, software, email and access issues.
- Maintain business-critical digital services including hosting, domains, professional email, backups and websites.
- Monitor availability, performance and security of websites, forms, booking flows and digital tools.
- Configure and troubleshoot websites, accounts, forms, email delivery, cache, plugins and operational issues.
- Document technical procedures and coordinate with providers to ensure continuity and timely issue resolution.

Full-Stack Developer & Digital Lead

2024 - Feb 2026

Flaster Group

- Supported users and digital operations related to website, product, inventory, file and operational management tools.
- Diagnosed and resolved technical and functional issues affecting internal digital services.
- Managed technical updates, security, backups, content integration and service continuity.

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TARGET

Best for IT support, service desk, IT operations, digital systems and technical support roles.

TOOLS

Windows Environment

Microsoft Office

Professional Email

WordPress Admin

WooCommerce Admin

Hosting Panels

DNS Management

FluentSMTP

Backups

Security Plugins

Git

Basic Networking

EDUCATION

2025 Adobe Suite Diploma

Graphic Design - Institut Poly Pole des Formations, Agadir

2023 Full-Stack Development Dipl

ISTA Tafraout

2020 Higher Technician Certifica

Manufacturing Technology - Youssef Ben Tachfine, Agadir

2018 High School Diploma

Mechanical Sciences and Technologies - Youssef Ben Tachfine

AVAILABILITY

Available immediately. Open to remote, Morocco and selected relocation opportunities.

SELECTED PROJECTS

Intouriste Hotel & Suites

WordPress hotel website, responsive UX/UI, SEO, contact flows, hosting, forms and ongoing digital operations.

<https://new.intouriste.com/>

World Cup 2026 Ticketing Platform

WooCommerce and WordPress ticketing interface with match cards, filtering, responsive behavior and booking flow.

<https://intouriste.com/world-cup-2026/>

Flaster Group

Corporate website and internal management platform supporting products, stock, files and operational tasks.

<https://flaster.ma/>

Vidka

Business website and visual digital presence.

<https://vidka.ma/>

Swissysteme

Professional business website and digital presentation.

<https://swissysteme.ma/>

RELEVANT STRENGTHS

Customer focus

Problem solving

Active listening

Clear communication

Service mentality

Continuous learning

PROFESSIONAL EXPERIENCE

Web Developer Intern

Sep 2023

OwrConnect - Agadir

- Contributed to website development and functional testing.
- Supported front-end/back-end improvements and technical collaboration.

Web Developer Intern

Aug 2023

ByteBuild - Agadir

- Contributed to developer-community website maintenance and UI updates.
- Supported content integration, testing and issue resolution.

WordPress Web Developer Intern

Jun 2023

ISMSP Institute - Agadir

- Developed and updated WordPress pages and responsive layouts.
- Organized content and supported basic website maintenance.

Administrative & Customer Service Intern

2021

Int Assistance - Agadir

- Handled incoming calls, invoices and administrative files.
- Built customer-service discipline and operational organization.