

BENLEMMOUDEN ALI

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SUMMARY

IT Manager with 4+ years of experience managing IT infrastructure, systems, networks, cybersecurity, business applications, and IT/OT projects in industrial and service environments. Experienced in Windows and Linux administration, enterprise networking, virtualization, backup and disaster recovery, monitoring, Microsoft cloud environments, endpoint and network security, SAP ECC6, and IT service management.

Currently managing IT services for a scope of 250 employees, including Microsoft 365, SAP, network and security infrastructure, virtualization, backup, user support, and industrial IT systems. Experienced in leading infrastructure modernization and migration projects while maintaining system availability, security, and business continuity.

Currently pursuing a Professional University Master's Degree in Cybersecurity and Cyberdefense

PROFESSIONAL EXPERIENCE

IT Manager

Lesaffre Maroc

08/2023 - Present Fès, Morocco

- Manage IT infrastructure and services supporting approximately 250 employees across systems, network, cybersecurity, business applications, backup, and user support
- Administer SAP ECC6 EHP0 for 50+ users, including user access, roles, authorizations, jobs, business support, issue resolution, system availability, and coordination with the SAP provider
- Administer approximately 100 Microsoft 365 accounts, including Exchange Online, Teams, SharePoint, Microsoft Entra ID, and related cloud services
- Manage Windows infrastructure including Active Directory, Group Policies, file servers, client systems, and server maintenance
- Administer network infrastructure consisting of 15+ switches, Fortinet firewalls and 20 Wi-Fi access points, including VLANs, VPNs, segmentation, connectivity, and network security
- Manage virtualization and backup infrastructure, including VMware environments and Veeam protection for 10 VMs, with daily backup and restore monitoring
- Manage cybersecurity controls including Check Point and Palo Alto Cortex XDR, firewall security, endpoint protection, cybersecurity KPIs, and phishing awareness campaigns
- Manage IT incidents and service requests through ManageEngine ServiceDesk Plus, providing support across multiple technical levels
- Led 7+ IT/OT infrastructure and digitalization projects, including SAP migration, network redesign, firewall migration, Wi-Fi segmentation, VPN migration, IP telephony, and RPA
- Automated seven business processes using UiPath, reducing manual processing time by up to 80%
- Contribute to IT CAPEX/OPEX planning, supplier management, purchasing follow-up, and operational cost optimization
- Support IT/OT environments while maintaining infrastructure availability, security, and continuity of business operations

SKILLS

Systems & Infrastructure

Windows Server	Linux
Active Directory	Group Policy

File Services

Client Systems Administration

Networking & Wireless

Network Architecture		LAN/WAN	
VLAN	VPN	802.1X	Wi-Fi
Cisco	HPE	Aruba	Cambium
Grandstream	Ruckus	3Com	

Virtualization

VMware ESXi / vCenter	Proxmox
Microsoft Hyper-V	

Backup & Business Continuity

Veeam Backup	
Backup Administration	
Restore Monitoring	Data Availability

Monitoring

Zabbix	SolarWinds
Infrastructure Monitoring	

Proactive & Predictive Maintenance

Cloud & Microsoft Ecosystem

Microsoft 365	Exchange Online
Teams	SharePoint
Microsoft Entra ID	Azure
CoreView	

PROFESSIONAL EXPERIENCE

IT Technician

SINGLA Business Services

- 📅 09/2022 - 08/2023 📍 Casablanca, Morocco
- Administered Windows environments, Active Directory, Microsoft 365, Exchange Online, Teams, SharePoint, and Veeam backup
 - Installed and configured SolarWinds for infrastructure monitoring and proactive incident detection
 - Configured and maintained firewalls, network switches, Wi-Fi access points, and end-user systems
 - Performed hardware, software, systems, and network troubleshooting to maintain service availability
 - Conducted Wi-Fi and LAN site surveys to improve network coverage, performance, and quality of service
 - Supported backup, infrastructure maintenance, and day-to-day IT operations

IT Technician Intern

SINGLA Business Services

- 📅 05/2022 - 09/2022 📍 Casablanca, Morocco
- Configured Fortinet and Sophos firewalls, Cisco/Aruba/HPE switches, and Aruba/Cisco wireless access points
 - Implemented an NPS server with 802.1X authentication to strengthen network access security

Network IT Intern

SOREAD 2M

- 📅 03/2021 - 04/2021 📍 Casablanca, Morocco
- Configured Cisco switches, VLANs, trunk ports, and network connectivity
 - Performed network cabling and preventive/corrective maintenance of workstations and servers

EDUCATION

Professional University Master's Degree – Cybersecurity and Cyberdefense

Faculty of Sciences Aïn Chock, Hassan II University of Casablanca

📅 2025 - 2027 📍 Casablanca, Morocco

Professional University Bachelor's Degree – Systems, Networks and Cybersecurity Administration

Higher School of Technology

📅 2021 - 2022 📍 Casablanca, Morocco

Specialized Technician Diploma – Computer Networks

Specialized Institute of Applied Technology NTIC Sidi Maarouf

📅 2019 - 2021 📍 Casablanca, Morocco

High School Diploma – Life and Earth Sciences

Imam Boukhari High School

📅 2018 - 2019 📍 Bir Jdid, Morocco

PROJECTS IT & OT

SAP ECC6 EHP0 Migration

Migrated the SAP environment from Windows Server 2003 to Windows Server 2022 in less than three months while supporting 50+ SAP users

SKILLS

Cybersecurity

Fortinet Sophos SonicWall

Check Point Palo Alto Cortex XDR

ManageEngine Endpoint Central

Network Segmentation

Endpoint Protection Security KPIs

Phishing Awareness

MetaCompliance

ITSM & Maintenance Management

ManageEngine ServiceDesk Plus

MisterMaint Incident & User Support

IT/OT Support

Enterprise Applications

SAP ECC6 / SAP Basis

SAP Support & Administration

Sage Paie Assabil CRM

Databases

SQL MySQL

Physical Security & Attendance

Primion Unipass Hikvision

Dahua

LANGUAGES

Arabic
Native ● ● ● ● ●

French
Proficient ● ● ● ● ●

English
Proficient ● ● ● ● ●

CERTIFICATIONS

CCNA Routing and Switching

NSE 1, 2 & 3

PROJECTS IT & OT

Industrial Network Redesign

Replaced 15 unmanaged network switches with managed Cisco switches to improve infrastructure management and network control

Fortinet Firewall Migration

Migrated the environment from Fortinet FGT100F to FGT200F and updated firewall security policies

Wi-Fi Architecture Migration

Migrated from a single-SSID environment to a Cisco multi-SSID architecture separating Guest, Production, and Mobile networks

VPN Migration

Migrated from Fortinet IPsec VPN to Fortinet EMS for centralized FortiClient management

IP Telephony Migration

Migrated the organization from analog telephony to a Grandstream IP telephony environment

RPA Automation

Automated seven business processes with UiPath, reducing manual processing time by up to 80%

CERTIFICATIONS

cnMaestro Certified Administrator

**Wi-Fi 6E Series Access Points –
cnMaestro**