

Othmen Mohammadi

IT Service Desk Specialist (L2/L3) · Building toward Identity & Access Management

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PROFILE

IT Service Desk Specialist with 5+ years supporting enterprise users in consulting and regulated (pharmaceutical) environments under strict SLA. Experienced in incident resolution, escalation handling and end-user support across a 3,000+ user site. Currently certifying in Identity & Access Management (Microsoft SC-900) and building production tools that solve real IT-team problems.

EXPERIENCE

Right Insight Consulting — IT Support Engineer (L2/L3)

2022 – Present

- Support 3,000+ enterprise users on-site in a regulated pharmaceutical environment (UCB), under strict SLA.
- Resolve ~6 complex L2/L3 incidents per day; own critical escalations and back up a 6-person support team on overflow tickets.
- Reset passwords and MFA following established identity and security procedures.
- Use Active Directory to look up user accounts, verify account status (active/inactive), confirm OU ownership, and track assigned users and equipment.
- Support VPN, proxy and endpoint security; coordinate with the security team on access-related escalations; raise license and mailbox requests via ticketing.
- Automate backup/restore via scripting; contribute to the knowledge base and process improvement.

AP Consulting — IT Support Technician

2021 – 2022

- On-site and remote support across multiple client environments.
- Workstation deployment, imaging, configuration and migration.
- Fast troubleshooting with clear communication to non-technical users.

PROJECTS

- **TickDoc** — Founder · www.tickdoc.net — B2B SaaS that turns raw IT-ticket notes into clean documentation (KB articles, runbooks, postmortems) using AI. Stack: React/Next.js, Supabase, Stripe. (*pre-launch*)
- **YouTube Content Pipeline** — End-to-end content automation built in n8n: from a spreadsheet topic to a render-ready video. Designed the full workflow architecture and integrations (Gemini, ElevenLabs, Pexels, json2video, Google Drive). Manual publishing checkpoint.
- **SC-900 Exam Simulator Suite** — Built a 10-volume French prep simulator for Microsoft SC-900 (self-contained, randomized, /1000 scoring).

SKILLS

IT Support & ITSM: Incident & escalation management, SLA / priority management, ITSM tools (BMC, ServiceNow), root-cause analysis

Infrastructure & Security: VPN, proxy, endpoint security, DNS / DHCP, IP addressing, Active Directory (lookups), workstation deployment & imaging

Automation & Build: n8n workflow automation, PowerShell scripting, React / Next.js, Supabase, Git, Python (*learning*)

Security & Identity (in training): Microsoft SC-900 fundamentals; password / MFA reset procedures

CERTIFICATIONS

- Microsoft SC-900: Security, Compliance & Identity — *in progress*
- Google IT Support Professional Certificate
- CompTIA IT Fundamentals (ITF+)

EDUCATION

- Graphic Design studies — Haute École Francisco Ferrer, Brussels (2009–2013)