



OUARTI Yasser

Technical Support

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About Me

Results-driven, curious and passionate technical support engineer with a proven record in fleet management, vehicle electrification, and telematics systems integration. Skilled at designing and implementing data-driven solutions that improve uptime, enhance safety, and lower operational costs across diverse sectors, including ground support equipment (GSE), logistics, and heavy-duty vehicles. Combines hands-on engineering expertise with strategic performance analysis to ensure optimal deployment of IoT, CANbus networks, and advanced vehicle systems. Experienced in certification compliance, technical documentation, and cross-functional coordination with OEMs, engineers, and operational teams across Europe, MENA, and China. Recognized for bridging technical depth with operational impact, delivering practical solutions from concept to field operation.

Education

- Bachelor of Automotive Technology – Thomas More (KU Leuven)** 2021 – 2024
Heavy-Duty Specialization
 - Practice-oriented program across vehicle mechanics, and dynamics, thermodynamics, electrics/electronics, diagnostics, ADAS and advanced troubleshooting.
 - Covered drivetrain, hydraulics & pneumatics, EV systems, ICE, CANbus communication, automation principles, onboard control systems and vehicle networks.
 - *Thesis*: Full electrification of a vintage tractor (battery system, power electronics, safety architecture, commissioning).
- Bachelor of Engineering Technology – Industrial Engineering** 2021 (1 Semester)
KU Leuven, Group T Leuven Campus
 - Foundation in mathematics, physics, materials science, and computational thinking applied to engineering contexts.
 - Introduction to industrial automation, production processes, engineering design methods.
- Technical Baccalaureate – Mechanical Sciences and Technologies** 2018 - 2021
Technical High School of Tangier
 - Core training in Engineering Sciences, functional analysis, fluid mechanics, thermodynamics, CNC machining, CAD drafting, and automation/control systems.
 - Completed applied engineering projects including electric bike prototyping, ICE scooter conversion, and a full mechanical go-kart build.
- STEM Enrichment Program** 2016 - 2017
American School of Tangier, Morocco
 - English STEM (Science, Technology, Engineering, and Mathematics) program with hands-on electronics/Arduino and project work.

Experience

- Technical Support Engineer – GSE Electric Tow Tractors** 2024 - Present
SHIRE - Belgium
 - Established SHIRE's technical support framework, as the company's first dedicated hire, setting standards for documentation, maintenance, and CE compliance.
 - Engineered and deployed RUT-series telematics, enabling real-time SOC, mileage, energy, and error tracking via Grafana.
 - Integrated high-value components (CANbus, main drive controllers, battery systems) for maximum reliability.
 - Engineered complete HV/LV, hydraulic, and pneumatic schematics in EPLAN, covering the GSE tractors' full operational architecture.

🔧 Skills

Technical

- CANbus Diagnostics
- EPLAN Schematics
- Telematics Integration
- Electrical Systems Troubleshooting
- Component Integration (BMS, Controllers, Sensors)
- Data Monitoring (Grafana, SOC, Mileage, Errors)
- CAD Modeling (Autodesk Inventor)

Operational

- Fleet Management
- Preventive Maintenance Planning
- Performance Optimization
- OEM Coordination
- Technical Documentation
- Training & Support

Professional

- Problem-Solving
- Cross-Functional Communication
- Process Improvement
- Project Management

🔧 Hobbies

- Horse Riding
- Music - Guitarist

🔧 Languages

- Arabic – Native
- French – Fluent
- English – Fluent
- Spanish – Intermediate
- Dutch - Elementary

- Led cross-border coordination with OEMs to implement system modifications that improved fleet uptime and reduced maintenance costs.
- Prepared validated technical evidence for CE marking, SGS inspections, and certification.
- Built technical training for operators and client technicians.
- Led performance optimization projects, reducing downtime and maintenance costs in active fleets.
- Modeled components & cabin designs and in Autodesk Inventor.

● Operations & Fleet Support 2024

Brussels Airport, Belgium
Airport Schiphol, Amsterdam

- Supported & Assisted ground handling operations in collaboration with fleet managers.
- Diagnosed and resolved technical issues on-site, minimizing downtime and disruption to ground operations.
- Observed and analyzed fleet workflows through data-driven observations and coordinate telematics readings.

● Electrical Conversion Technician 2024

M-ecs - Belgium

- Converted GSE tow tractors from diesel to fully electric operation, managing the full mechanical and electrical retrofit process.
- Installed and commissioned high-voltage battery packs, drive controllers, BMS, and auxiliary systems.
- Integrated RUT-series telematics units for fleet monitoring, testing, and deployment readiness.

● Engineering Intern – Mercedes-Benz 2022

Tangier, Morocco

- Supported service engineering operations, combining technical diagnostics with customer-facing responsibilities.
- Assisted with electrical/mechanical problem resolution in workshop settings.
- Gained hands-on exposure to dealership operations, from stock control to workshop coordination.

● Fleet Management & Operations Supervision – TECA PRIME 2021-Present

Morocco & Belgium

- Oversaw fleet operations for industrial and logistics trucks, ensuring timely maintenance and readiness.
- Managed driver/technician schedules to meet operational demands.
- Assisted with technical repairs and maintained operational reporting for international logistics management.