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# Amin Kasrou Aouam

Computer Engineer interested in bioinformatics, AI and Infrastructure as Code (IaC)

## Work Experience

**Application Support Agent**, Venthône, Brussels (Belgium).

October 2023 – July 2025

- Level 2 support agent interfacing with relational databases via handcrafted SQL queries
- Investigation and resolution of issues concerning three applications related to payments for the European Commission (DIGIT)
- Effective communication with Level 1 Support and the development teams to resolve disruptions
- Creation of technical documentation, ITIL procedures and PL/SQL automation scripts

**System administrator (Freelance)**, COACE, Ceuta (Spain).

January 2021 – July 2021

- IT support and management of multiple Windows workstations
- Migration from a completely undocumented Ubuntu/Windows server to NixOS
- Deployment of a VPN, a cloud, DNS server and an automated backup solution

## Education

**Master**, Bioinformatics (Engineering), Universiteit Gent.

2021 – 2023

**Bachelor**, Computer Engineering, Universidad de Granada.

2017 – 2021

### Thesis

**Bachelor thesis:** Machine Learning for error correction in DNA sequencing data

### Courses

**Fundamentals of Robotics:** Adams Formación

**Python Programming:** Universidad de Granada

**Mobile apps programming for Android and iOS devices:** Universidad de Granada

**Arduino:** Universidad de Granada

## Technologies

**Programming languages:** Python, R, C++, Java, PHP, Shell scripting, PL/SQL

**Tools:** L<sup>A</sup>T<sub>E</sub>X, Git, SQL, ZFS, Docker, Nginx, Nix, Prometheus, Grafana, JIRA, Service Now

**Platforms:** Linux, FreeBSD, DragonFlyBSD, Android, NixOS

## Personal Projects

- Telegram bot to notify students of COVID-19 cases (Python)
- Declarative configuration of a home server and workstation (Nix)
- Open source contributions to NixOS (Nix)
- Temperature and humidity monitoring with MQTT (Arduino)

## Languages

**English:** TOEFL (106/120)

**Spanish:** Native

**French:** Native

**Arabic (Moroccan dialect):** Native