

Amin Kasrou Aouam

Computer Engineer interested in Data Science, Algorithmics, UNIX-based operating systems and Infrastructure as Code

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Work Experience

Application Support Agent, **October 2023 – August 2025**
Venthône, Brussels (Belgium).

- 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 Comission (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), **January 2021 – July 2021**
COACE, Ceuta (Spain).

- 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

IT consultant (Freelance), **April 2020 – September 2021**
Odyfo, Remote (Spain).

- Migrations of the MySQL database, to ensure consistency and good performance
- Rewrite of the CRUD REST API to FastApi (Python)
- Administration of multiple EC2 instances in AWS

Education

Master, *Bioinformatics (Engineering)*, Universiteit Gent. **2021 – 2023**

Bachelor, *Computer Engineering*, Universidad de Granada. **2017 – 2021**

Certifications

TOEFL: C1 (106/120)

ITIL v4: 37/40

Technologies

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

DevOps: Git, Docker, Prometheus, Grafana, JIRA, Service Now, Cloud

Tools: SQL, LaTeX, Nix, ZFS, Prometheus, Grafana

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

Personal Projects

- Declarative configuration of a home server and workstation (Nix)
- Air quality monitoring with Grafana (Arduino)
- Bluetooth conversion of wired headphones (Soldering)

Languages

English: C1 level

Spanish: Native

French: Native