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Amin Kasrou Aouam

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

Work Experience

Application Support Agent, October 2023 – July 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 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), 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

Tools

SQL, $\LaTeX$, Nix, ZFS, Prometheus, Grafana

Platforms

Linux, FreeBSD, DragonFlyBSD, NixOS, Arduino, Android

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: C1 level

Spanish: Native

French: Native