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

- 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