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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, 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 **Biology Meets Programming: Bioinformatics for Beginners:** University of California San Diego

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: $\LaTeX$, 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