

Hamid OUTABOUTE

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WORK EXPERIENCE

Webpick/Pilot Systems

Oct. 2022 – Present

Linux System Administrator

Remote

- Managing over 400 Linux servers, including Proxmox hypervisors, ensuring high availability and optimal performance through regular updates, patch management, and system monitoring.
- Developed and implemented automated scripts using Bash, Python, and Puppet, integrated with monitoring tools like Nagios for alerts and Grafana, to efficiently manage system resources, including storage, CPU, and memory. This supported high-demand applications and services, reducing manual tasks and improving overall system efficiency.
- Designed and executed comprehensive backup and disaster recovery plans, ensuring minimal downtime and data integrity during system failures.
- Provided advanced support for clients, identifying root causes and implementing effective solutions to ensure optimal performance in collaboration with development teams.
- Created comprehensive internal documentation detailing standard procedures and tasks, improving efficiency and consistency across the team.

FMI Infogérance

Jul. 2021 – Sep. 2022

IT Support Specialist

Agadir, Morocco

- Delivered exceptional technical support to end-users from various companies and industries, achieving a high satisfaction rate through timely and effective issue resolution.
- Efficiently managed and resolved an average of 50+ tickets per day using ITSM tools, maintaining SLAs, improving response times, and collaborating with cross-functional teams to identify and address recurring issues.

Freelance

Jul. 2020 – Jul. 2021

IT Systems Administrator

Remote

- Administered and optimized a mixed environment of Windows and Linux servers for various clients, including deployment and configuration of services. Led infrastructure upgrades, virtualization, network configuration, and security compliance to enhance overall system efficiency and stability.

EDUCATION

Higher Normal School of Technical Education (ENSET)

August 2021

Bachelor's degree, System and Network Administration and Cybersecurity

Hassan II University, Mohammedia

- Successfully completed a comprehensive program in system and network administration with a specialization in cybersecurity, while also serving as a dedicated class representative, fostering effective communication and collaboration among peers.

Technical College Al Idrissi

August 2020

Advanced Technician's Diploma, Computer Systems and Networks

Agadir

- Explored CCNA-certified networking, Linux and Windows administration, and project management methodologies, with a focus on infrastructure implementations, system optimizations, and collaborative project execution.

SKILLS & INTERESTS

- **Skills:**
 - **Debian GNU/Linux:** Virtualization: Proxmox (KVM); Network Configuration: Linux (TCP/IP, Netfilter); Scripting: Python, Bash; Web and Proxy Servers: Apache, Nginx, Haproxy, Varnish; Automation: Puppet, Ansible; Containers: Docker, docker-compose; Databases: PostgreSQL, MySQL/MariaDB, Elasticsearch, MongoDB; Cloud Technologies: OpenStack (IaaS/PaaS); Code Management: git, svn; Directories: OpenLDAP, AD; Advanced Networking: OpenVPN, bridge, VLAN, OpenVSwitch; Email: Postfix, Cyrus, Roundcube; Monitoring and Metrics: Monit, Nagios, Grafana, Prometheus; SSL Certificates: Let's Encrypt; High Availability: LVM, DRBD.
 - **Windows Server:** Active Directory management; Group Policy configuration; DNS and DHCP server setup and management; File and Storage Services; Windows Server Update Services (WSUS); Hyper-V virtualization; PowerShell scripting; Remote Desktop Services; Security and Compliance: configuring and managing server roles and features, implementing security policies and access controls; Backup and Disaster Recovery: using tools like Windows Server Backup and third-party solutions (Veeam); Network Policy Server (NPS) configuration; Print and Document Services; Performance monitoring and tuning; Microsoft 365 administration.
- **Languages:** *Fluent in English & French.*
- **Interests:** *Travel; Sports; Aviation.*