

# Aboukacem KRADRA

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## Senior IT Infrastructure Systems Administrator

As a Master's graduate in computer science and class valedictorian continuously learning to stay ahead of the curve, Certified (ISC)<sup>2</sup> CC, Microsoft AZ-900 and various other specialized training. Expertise in IT service management, Data center management, Network, Linux/Windows Servers, Cloud services, Cybersecurity, PKI, Virtualization, Backup & Restore, SAN/NAS Storage, Physical Server Care & IT Support.

### SKILLS

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**Hard Skills:** System Administration, Cybersecurity, ITIL, IT Infrastructure Management, VMware vSphere, IT Automation, Linux System Administration, Windows Server Administration, Hardware Break-Fix, IT Support, IT Troubleshooting, Data Protection, SAN storage, Virtualization, RHEL, Zabbix Monitoring, Microsoft Azure, Active Directory, Dell PowerEdge Servers, Data center Management, Veritas Backup Exec, PowerShell, Disaster Recovery, Enterprise Design Thinking, IBM/LENOVO Servers, Dell Blade Servers, Hp Data Protector, IT Service Management, EJBCA PKI

**Soft Skills:** Continuous learner, Communication, Problem-solving, Teamwork, Attention to detail, Content writing, Organization, Speaking Arabic, Speaking English, Speaking French

### WORK EXPERIENCE

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#### Ministry of Interior of Algeria

Algeria • 12/2014 - Present

Disaster recovery Datacenter and production center of titles and secure documents.

#### Principal Systems administrator • Full-time

- Led a team of 140+ employees in the absence of the designated manager for more than 6 months, effectively managing operations and ensuring business continuity during critical periods.
- Improved executive decision-making by providing actionable insights and recommendations based on data analysis and metrics.
- Boosted system performance by 25% by creating and implementing a technology roadmap for IT infrastructure.
- Delivered 100+ multilingual reports, letters (FR/EN/AR) efficiently, upholding clarity & accuracy.
- Streamlined IT processes and reduced downtime by 50% through effective long-term strategies, increasing overall business performance.
- Led system administration team to complete 100% of projects on time, resulting in increased efficiency and cost savings.

#### Senior Systems Administrator • Full-time

- Mentored and coached team members, leading to a significant improvement in technical skills and overall team performance.
- Maintained and managed a diverse range of 150+ infrastructure hardware and systems, including physical servers, SAN storages, virtualization platforms, and backup appliances.
- Participated in server architecture and migration projects, ensuring smooth transitions and minimal downtime.
- Implemented and deployed the Zabbix monitoring solution to efficiently monitor and manage 100+ servers, 50+ network devices, storage systems, and backup equipment.
- Developed 10+ comprehensive and accessible documentation resources, empowering colleagues to resolve daily issues independently and efficiently.
- Configured, monitored, and troubleshooted 30+ backups using Veritas Backup Exec, HP Data Protector, IBM Tivoli TSM, and recovery services, ensuring data integrity and testing disaster recovery procedures.
- Managed, monitored, and maintained an EJBCA PKI platform: Oversaw installation, configuration, certificate lifecycle, CA and key management, system health, security measures, backups, and integrations.

#### Systems Administrator Engineer • Full-time

- Provided day-to-day IT support for 140+ staff members, providing timely assistance and resolving technical challenges.
- Performed system administration tasks on Linux servers, such as user management, file system management, and security management.

- Provided 24/7 support for infrastructure solutions, resolving 95% of critical issues within 2 hours, minimizing downtime by 80%.
- Collaborated with 5+ cross-functional teams, including Network, Databases, PKI, Production, Security, and Development, fostering effective communication and teamwork.
- Automated various system management tasks by writing 20+ PowerShell, Batch and Bash scripts, streamlining processes for building, testing, and deploying solutions.
- Increased server uptime by 20% through efficient system administration on Linux, Windows, backups, SAN, virtualization, and hardware.

## **Mspharma El Kendi**

**Algiers, Algeria • 11/2014 - 12/2014**

### **Sales Representative for pharmaceutical products • Full-time**

- Arranged 100+ appointments with pharmacists.
- Exceeded monthly sales target of 1M DZD, resulting in increased revenue by 20%.
- Built and maintained positive working relationships with 50+ pharmacists.
- Attended on a regular basis company meetings, technical data presentations and briefings.
- Analyzed sales data to improve results and make sure resources are effectively allocated
- Wrote 5+ weekly reports.

## **Freelance Platforms**

**Laghouat, Laghouat, Algeria • 03/2010 - 11/2014**

### **Freelancer • Part-time**

- Enhanced business operations by implementing Azure & AWS cloud projects.
- Increased productivity by developing 20+ PowerShell and bash scripts, resulting in a 75% decrease in manual tasks
- Developed a web-based application for managing car spare part stores, with 4+ function points and 1K+ lines of code, using HTML5/CSS3, PHP, and jQuery technologies.
- Designed a website for a Logistics Company based in the USA using HTML5/CSS3, PHP, jQuery, and WordPress.
- Designed a website for a non-governmental organization based in the USA using HTML5/CSS3, PHP, jQuery, and WordPress.
- Built 3 mobile applications for Android devices using Android SDK, SQLite database, and Android Studio.
- Implemented a gym management desktop application with 6+ function points, 2K+ lines of code, and 20+ DB tables using JavaFX, Jasper report, and MySQL database.
- Programmed 2 C#/SQL server desktop applications for medical laboratory management for a government company.
- Wrote 100+ formal documents.
- Designed 10+ posters and flyers using Adobe Photoshop and Adobe Illustrator.

## **ZEDpharm - KLC**

**Laghouat, Algeria • 07/2014 - 10/2014**

### **IT Site Administrator**

- Provided technical support to 200+ users, fixing hardware and software problems.
- Assisted in planning, designing, documenting, and implementing IT systems.
- Installed, updated, and patched 50+ Windows desktop PCs and 3 Windows servers.
- Managed 2 Linux Redhat servers used for JBOSS applications.
- Backed up databases daily and weekly.
- Improved the performance of 20+ analytical queries and SQL.
- Used multiple technologies, including Linux REDHAT (RHEL 6), Compiere ERP, JBOSS, ORACLE, TCP/IP network, ADDS, DNS, and DHCP.

## **SONATRACH - DP**

**Laghouat, Algeria • 12/2012 - 01/2013**

### **Trainee • Internship**

- Trained in installation, configuration and maintenance of 10 Cisco networks equipment. had a 3 training in management and troubleshooting of Cisco ACS server, Cisco Call Manager and Unified Unity messaging infrastructure.
- Participated in the Project of development of large java web - based application (JSP) with an oracle database with 400 tables dedicated for hydrocarbon products management (CAPRYD) .
- Wrote a 50 pages professional and effective internship report

## EDUCATION

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### **Master's Degree in Decisional Information Systems**

Amar Telidji University • GPA: 17.5/20 (Valedictorian)

Algeria • 09/2012 - 06/2014

Awarded Valedictorian

### **Bachelor's degree in Systems and Networks**

Amar Theldji university • GPA: 17.5/20

Algeria • 09/2009 - 06/2012

## CERTIFICATIONS

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### **(ISC)<sup>2</sup> CC Certified in Cybersecurity**

04/2024 - 05/2027

(ISC)<sup>2</sup> ISC2

### **Microsoft Azure Fundamentals (AZ-900) Certificate**

02/2023

Microsoft

### **AWS Knowledge: Cloud Essentials**

12/2023

AWS

### **Google IT Support certificate**

07/2023

Google

### **Google IT Automation Certificate**

10/2023

Google

### **IBM Enterprise Design Thinking Practitioner**

11/2023

IBM

### **IBM Container & Kubernetes Essentials V2 Certificate**

05/2023

IBM

### **IBM Enterprise Design Thinking Co-Creator**

11/2023

IBM

### **IBM Cybersecurity Fundamentals Certificate**

10/2023

IBM

### **IBM Cybersecurity Roles, Processes & Operating System Security Certificate**

09/2023

IBM

### **IBM Introduction to Cloud Computing Certificate**

08/2023

IBM

### **Cisco CCNA Certificate**

10/2012 - 10/2014

Cisco

### **IBM Linux Commands & Shell Scripting Essentials V2 Certificate**

07/2023

IBM

### **IBM Git and GitHub Essentials Certificate**

06/2023

IBM

### **IBM Linux and Private Cloud Administration on IBM Power Systems Specialization**

11/2023

IBM

### **Cisco Introduction to Cybersecurity Certificate**

10/2023

Cisco

### **Cisco Networking Basics Certificate**

10/2024

Cisco

### **Cisco Endpoint Security**

11/2023

Cisco

### **IBM Project Management Fundamentals**

11/2023

IBM-SkillsBuild

### **Remote Work Professional Certification - RWPC™**

10/2023

CertiProf International

## AWARDS & SCHOLARSHIPS

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### **Awarded Valedictorian**

06/2014

Amar Telidji University 2013/2014

## PROJECTS

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### **Deployment of a monitoring solution**

01/2021 - Present

Ministry of Interior

Deployed the ZABBIX monitoring solution to efficiently monitor and manage 100+ servers, 50+ network devices, storage systems, and backup equipment.

### **Management of a Disaster recovery Datacenter and production center of titles and secure documents.**

04/2020 - 02/2024

Ministry of Interior

Led a team of 140+ employees in the absence of the designated manager, effectively managing operations and ensuring business continuity during critical periods.

## VOLUNTEERING & LEADERSHIP

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### **Google Developer Group (GDG)**

09/2013 - 06/2014

Manager

Laghouat, Algeria

Google Developer Group Laghouat (GDG Laghouat) is a group that is interested in all technologies used by Google Inc. in Laghouat, Algeria

### **ITlag University Scientific Club**

11/2013 - 06/2014

President and co-founder

LAGHOUAT, Algeria

ITLag is a computer science club at the University of AMAR Telidji, LAGHOUAT, fostering student creativity, advancing skills through sharing, and promoting personal development in IT and technology.