# Amine OUMOUS

## DevOps & Cloud Consultant

Automation | Generative AI

La Défense, France | +33 6 29 95 22 53 | contact@amineoumous.com
amineoumous.com | linkedin.com/in/amineoumous | github.com/amineoumous

### Professional profile

As a DevOps & Cloud Consultant, I turn business needs into reliable automation solutions. At SUEZ, I initiated and delivered automation for more than 40 ServiceNow processes. Depending on the process, turnaround times fell from several months to a few days. I design technical architectures, develop solutions and coordinate delivery, including team training and progress tracking. My hands-on IT operations experience and Dynatrace monitoring guide my decisions. I also designed and deployed an AI assistant, now in operational use, for support teams and automated service requests.

### Technical skills

**Automation**: Python, Shell/Bash, Ansible, APIs, ServiceNow.

**Cloud and platforms**: OCI, GCP, Docker, Kubernetes, OpenShift, microservices; AWS knowledge.

**Infrastructure and CI/CD**: Infrastructure as Code (IaC), Terraform, Jenkins, Git, GitLab; Linux, RHEL, Oracle Linux, AIX.

**Operations and data**: Incidents, service requests, batch jobs, Dollar Universe; Dynatrace, Centreon; SQL, PostgreSQL, Oracle Database.

**Generative AI**: Mistral and Qwen LLMs with Python; OpenAI, Anthropic Claude and Google Gemini APIs; OCI Generative AI, gpt-oss, retrieval-augmented generation (RAG).

**Further AI skills**: Fine-tuning: experimental work; knowledge of agentic architectures.

### Professional experience

#### SUEZ | DevOps & Cloud Consultant

August 2024 - Present | Freelance | La Défense

- Continue and develop the automation and Kubernetes migration projects initiated during the first engagement; design Python microservices and ServiceNow workflows.
- Automated more than 40 ServiceNow processes. Depending on the process, turnaround times fell from one to three months to a few days or a week.
- Designed and deployed an AI assistant, now in operational use, for support teams and automated service requests: Python, OCI Generative AI, gpt-oss and RAG based on documentation, logs and business workflows.
- Coordinate technical delivery, track progress, train teams and document solutions alongside day-to-day IT operations and Dynatrace monitoring.

Ongoing project - Oracle CCB: continuing the migration of the application layer to Kubernetes, aiming to improve application behaviour during peak loads.

## Professional experience - continued

### Conforama | IT Operations Engineer

March - July 2024 | Temporary assignment | Lognes

- Monitored environments and batch jobs with Centreon and Dollar Universe; automated processing tasks and incident resolution with Shell scripts.
- Contributed to the migration to GCP and virtual machine provisioning with Terraform; documented configurations and operating procedures.

### SUEZ | DevOps Engineer

August 2022 - January 2024 | Temporary assignment | La Défense

- Assessed existing environments and proposed the initial business request automation projects; designed workflows and Kubernetes environments on OCI using Python, Shell, Terraform and Jenkins.
- Assessed and initiated migration of the Oracle CCB application layer to Kubernetes; monitored applications with Dynatrace, handled incidents and produced technical documentation.

### Attijariwafa Bank | DevOps Engineer

December 2020 - June 2022 | Permanent contract | Casablanca

- Proposed, designed and developed an automated remediation solution connecting Dynatrace detection with Python orchestration and Ansible playbooks.
- Automated resolution using known procedures, with incident creation and traceability; assigned cases without a known procedure to the appropriate teams.
- Developed with Flask/PostgreSQL, containerised applications and deployed them on OpenShift; automated configurations and processing tasks; contributed to the HDP-to-Cloudera CDP migration and monitoring tools.

### Attijariwafa Bank | Business Intelligence Engineer

March - August 2020 | Internship | Casablanca

- Designed a Service Desk dashboard: analysed requirements, modelled data and built ETL processes with IBM InfoSphere DataStage; created visualisations with QlikView and Qlik Sense.

## Education

2018 - 2020 | ENSAM Casablanca | Research Master’s degree in Big Data and the Internet of Things.

2013 - 2017 | Hassan II University, Mohammedia | Bachelor’s degree in Mathematics and Computer Science.

## Professional development

2024 | LinkedIn Learning | Linux Bash Shell and Scripts.

2021 | IBM Cognitive Class | Docker Essentials: A Developer Introduction.

## Languages

French, Arabic, English.