

## Curriculum Vitae

<b>Name</b>	Alex Ouedraogo
<b>Birth date</b>	12.02.1973
<b>Place of residence</b>	Amstelveen
<b>Nationality</b>	Dutch
<b>Driving license</b>	Yes (license B)
<b>Function</b>	System- and network administrator
<b>Hobby</b>	Taekwondo
<b>Languages</b>	English, Dutch , French
<b>Degree</b>	Bachelor of Science

## Education

<b>2010</b>	<b>2011</b>	Bachelor Computer Science (HVA) Minor (Digital Entrepreneurship) Thesis, (Monitoring tool to monitor servers, websites en make backups)	4th year
<b>2009</b>	<b>2010</b>	Bachelor Computer Science (HVA) IT management, System and Network Engineering	3rd year
<b>2008</b>	<b>2009</b>	Bachelor Computer Science (HVA) Software Engineering, System and Network Engineering	2nd year
<b>2007</b>	<b>2008</b>	Bachelor Computer Science (HVA) General knowledge about Computer Science ITIL, Prince 2	1 <sup>st</sup> year (Propedeuse)
<b>1994</b>	<b>1995</b>	Computer Science and Management	BTS
<b>1993</b>	<b>1994</b>	Basics knowledge of Computer Science	BPI
<b>1989</b>	<b>1993</b>	High School (2 <sup>nd</sup> cycle)	Baccalaureat
<b>1985</b>	<b>1989</b>	High School (1 <sup>st</sup> cycle)	BEPEC
<b>1979</b>	<b>1985</b>	Primary school	CEPE

## Training

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2014	RED HAT CERTIFIED SYSTEM ADMINISTRATOR (RHCSA)	certification ID <a href="#">140-085-374</a>	
2013	<b>LPIC-2</b> Advanced Level Linux Certification		 Certificate
2013	<b>LPIC-1</b> Junior Level Linux Certification		 Certificate
2009-2010	CISCO (CCNA School and Online courses)		
2009	Linux/Unix (school, work en online courses)		
2009	Windows server 2008 (Computrain)		
2008	<b>Microsoft certified Professional</b> MOSS / WSS 3.0	certificate	
2008	MCSA/MCSE		
2007	Lotus Notes, Service Center, Outlook, Windows 2003, Active Directory, Exchange,...		
2006	Server's Technologies, PC, Notebook, Monitoring and troubleshooting technics (via Fujitsu Siemens)	Certificate	
2006	ComptiA++ (LOI)		
2005	Webdesign (Studieplan)		
2005	MCDST		
2005	Dutch Language (INHolland en HVA)	NT2	

## Work experience

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### May 2013 to present

**Company:** ebay

**Function:** Network Operation Engineer

Within ebay, I'm working in the NOC. With 14 other engineers, we are working together to guaranty on a 24/7/365 basis a full-system monitoring, repair, and security service for the large computer data network of ebay. We are monitoring 2000+ servers dispatched over the world. All these servers are build with very good and complex technology to ensure high availability and handle high network traffic. My daily duties look like this:

- Work with the preview shift to take over monitoring.
- Read email and chats of preview shifts to be aware about on going cases.
- Monitor all the platforms (servers and web applications,)
- Detect issues, troubleshoot and resolve them.
- Work tickets that are assigned to me.
- Working with DevOps engineers to fix issues.
- Contact a Oncall or proper resolver group.
- Filling tickets for Data Center to replace defect component.
- In case of incident, setup and lead conference call between all engineers of the related platform so that the incident can be quickly resolved.
- Handover monitoring to the next shift

Monitoring is done with Software and tools like: Nagios, Nagstamon, Munin, Graphite, Zabbix, Centreon, CMDB, Consoles, Loadbalancers API, etc...

### August 2008 to April 2013

**Company:** GridLine

**Function:** System en network administrator

At GridLine my role and responsibilities were installing, managing and monitoring Linux servers. Monitoring the web applications and the websites that are running on the servers. Assisting developers in application deployments, Migration, Supporting users and resolving issues through ticket system. Bellow I a list of mu duties.

- Assists in the planning, design, documentation, and implementation of various systems to include desktop PC's, servers, network equipment, and software applications.
- Monitors and maintains network equipment like photocopiers and printers.
- Designs, installs, upgrades and configures LAN hardware and infrastructure.
- Develops, maintains, and monitors procedures for all server backups.
- Installs and maintains SharePoint server's farm on Windows 2003 en 2008 servers.
- Maintaining Active Directory and Exchanger servers for SharePoint
- Makes recommendations for new equipment and services to purchase and works with

various vendors for procurement.

- Visit Data Center for installation of new servers and replacement of defect hardware

components

- Make and maintains inventory of all hardware and software resources.
- Creates and maintains good technical documentation.
- Keeping inventory of hardware and maintenance records
- Providing support to computer users within the office
- Logging all IT problems and resolutions

## **Skills and Knowledge**

Operating Systems: Debian, Ubuntu, CentOS

Email system: SMTP, IMAP/POP, postfix, Dovecot

Networking: TCP/IP, ROUTING, OPENVPN, IPTABLES, DHCP, DNS, SSH, IPSEC, LDAP, NTP, HTTP(S), SSL

Web server: APACHE, TOMCAT

File server: PureFTPD, Vsftpd

File Sharing: NFS, SAMBA

Cluster: DRBD, HEARTBEAT, PACEMAKER

Load Balancing and HA: LVS, KEEPALIVED, HAProxy,

Version Control: Git

Databases: PostgreSQL, MySQL

Scripting: Python, Bash

Virtualization: KVM, VMWARE, XEN, OPENVZ

Monitoring: NAGIOS, GRAPHITE, ZABBIX

Ticket systems: JIRA, REDMINE

Knowledge Base: WIKI CONFLUENCE

Chat: SKYPE, JABBER

Other Software and tools: PUPPET, CLONEZILLA, FAI, Kickstar, SystemImager

## **July 2008 tot August2008**

**Company**: University Of Amsterdam

**Function**: System Administrator

I have worked at the UVA in the department of sport as system administrator. My duties can be summarized following:

- Installation and configuration of work stations (desktops and laptops)
- installation and maintenance of printers,
- Making Software installation and updates,

- Implementing, maintaining and validating backups,
- Installing and maintaining Windows 2003 servers,
- Creating and maintaining users accounts in Active Directory.
- User password creation and maintenance.
- Providing Technical support to colleagues.

**July 2008 tot August 2008**

**Company:** Unisys

**Function:** Technical Support Engineer

At Unisys my duties and responsibilities were:

- Providing Technical support to Corporate users.
- Troubleshooting and resolving issues via phone, email and Remote Desktop Connection.
- Maintaining users accounts.
- Registering incidents and solutions in the Service Center (Help Desk Application), forwarding of incidents to the correct resolvers group (2<sup>nd</sup> and 3<sup>rd</sup> lines), Making requests for Onsite help.
- Controlling and Updating incidents and problems in the Service Center
- Operating System and Others used software:

Windows server 2003, Active Directory, Windows XP, Outlook, Lotus notes, Black Berry, MS Office, PDA applications, CISCO VPN,

**September 2006 – June 2007**

**Company:** Stream

**Function:** Service Desk Support Agent

Duties:

- Troubleshooting and resolving issues via phone, email and Remote Desktop Connection.
- Registering incidents and solutions in the Support Center (Service Desk Application), forwarding of incidents to the correct resolvers group (2<sup>nd</sup>), Making requests for Onsite help.
- Controlling and Updating incidents and problems in the Support Center .
- Collaborating with colleagues to resolve issues and given feedback to Customers and management.

**May 2005 – Augustus 2006**

**Company:** Self Employment

**Function:** IT Consultant

Duties:

- Building LAN for small companies.
- Providing assistance to users for purchasing new hardware.
- Installation and configuration of hardware and software for home users..
- Provide IT support to home users.

**.March 2004 – April 2005**

**Company:** Interview International

**Function:** Phone call Agent

Tasks:

- Interviewing people via phone
- Making appointments for new interviews
- Collect the interview results and enter them in a registration system.

**.February 1997 – February 2004**

**Company:** Multi Traite

**Function:** IT Manager

Duties:

- Buying en Selling computers products .
- Providing assistance to customers for purchasing new hardware and Software.
- Provide computer initiation courses to corporate users and particulars
- Training corporate users and particulars for MSOFFICE