

# Saïd Razzouk

## System/DevOps Engineer

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📍 Brussels, Boom



38 years . married . Belgian/French

Driving license

## SKILLS

- |                                |  |         |                        |
|--------------------------------|--|---------|------------------------|
| • Passionate, motivated        | <b>Techniques:</b> admin. systèmes, Linux, | French  | <div><div></div></div> |
| • Good communicator            | Bash, Networking, Security, VoIP,          | English | <div><div></div></div> |
| • teamworker and/or autonomous | DevOps, Kubernetes, Docker, Ansible,       | Dutch   | <div><div></div></div> |
|                                | Terraform, CI/CD, Jenkins, Scrum           |         |                        |

## EDUCATIONAL HISTORY

- |                  |  |
|------------------|--|
| <b>2022</b>      | Formation DevOps Engineer (Business Training + Digital-City) |
| <b>2021</b>      | Certification VoIP : 3CX Basic + Intermediate                |
| <b>2020</b>      | Formation Kazoo UC   |
| <b>2017</b>      | Network Certification : MTCNA (Mikrotik)                     |
| <b>2011</b>      | Formation cisco (CCNA) at Evoliris                           |
|                  | Formation Windows server (Matias Consulting Group)           |
| <b>2009-2011</b> | Bachelor in Computer Science and Systems                     |

## PROFESSIONAL HISTORY

- |                  |  |
|------------------|--|
| <b>2019-2021</b> | <b>VoIP System engineer at IPnexia</b>   |
|                  | Complete management of the VoIP infrastructure (Servers + SBC). System and network administration (provider + customers) . Support level3.   |
|                  | Installation and administration of VoIP solution (IPBX) Opensource under different distribution (Centos, Debian). Security management via Firewall rules (IPTables) as well as prevention solutions such as Fail2ban.. |
|                  | Installation and administration of a multi-tenant OpenSource infrastructure (Class5- FusionPBX).   |
|                  | Servers mostly installed on virtualized infrastructures (VmWare Esxi, Vsphere).  |
|                  | Migration of all SmartSwitch customers (Class5) to the new dedicated platform.   |
|                  | Migration of some of the SIP-Trunk customers (about a hundred) from an old platform (G1) to the latest one (G2).   |
|                  | Update and complete reinstallation (VMs + OS + application) of a Backup solution (ASIGRA) for a major client. Infrastructure in several countries.   |

Configuration of network infrastructures for certain customers. Switch (Cisco, HP, Netgear,...) with VLAN for Data and VLAN for VoIP. Firewall configuration (PfSense, Mikrotik, Draytek, Ubiquiti,...) with VPN to our services and/or inter-site VPN.

Level 3 support mainly for VoIP-related services, but also for Internet lines, virtualized servers and DNS services.

**2012-2019**

**System engineer at URBISco (SIPness)**

Specialization in VoIP. Administration of solutions based essentially around the SIP protocol. Security via SBC/Firewall. Network configuration (LAN/WAN/Wireless). Several Call-Centers and other projects related to the back-office of providers in particular.

Administration of bare metal and virtualized Linux systems (Debian, Ubuntu, Centos).

Implementation of a Type-1 Opensource virtualization solution (Proxmox).

**2011**

**Intern at URBISco – SIPness**

Network monitoring and management of a call center via Open Source Solutions under Linux (Nagios, Centreon, Asterisk).

## TECHNICAL SKILLS

**Systems administration :**

- Unix/Linux Technologies(DNS, DHCP, FTP, HTTP, NIS, SAMBA, FreeRadius, Iptables, SIP/RTP, ...)
- Microsoft Technologies (Client, Server AD, DC, DNS,... )
- VoIP : Asterisk, Freeswitch, Opensips, 3CX, Ingate, Intertex, Genband...
- Stockage (NAS, SAN) : FreeNAS, Synology, Debian-solution
- Monitoring : Centreon/Nagios, Cacti, The Dude (Mikrotik), Munin
- SGBD : Langage SQL
- Virtualisation : Vmware, Hyper-V, VBox, ProxMox

**Network administration :**

- LAN, WAN, 802.11 (Wi-Fi), VLANs, TCP/IP, OSI, PABX, Telco, VoIP, xDSL,Optical Fiber, coax
- Firewall/Router & switch (Cisco, HP, Netgear, Ingate, Fortigate, Ubiquiti, Mikrotik, Draytek, PfSense,...)

**DevOps :**

- Kubernetes, Docker, Ansible, Terraform (AWX, A. Tower), Vagrant
- Cloud, Azure, AWS, OVH
- CI/CD, Jenkins, GitLab CI/CD
- Continuous Monitoring with Nagios, Prometheus and Grafana

**Others:**

- Agile project management (Scrum)
- Best practices (ITIL)
- Scripting (Bash)
- Telesurveillance : NVR HikVision et Unifi

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