

# Abderrahmen Zarrouk

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## PROFESSIONAL EXPERIENCE

Neoxam, Tunisia

Feb 2025 – Jul 2025 & Jul 2024 – Aug 2024

### Full-Stack Developer & ML Intern

- Pioneered a full-stack ticket management and real-time visualization platform using Angular, Spring Boot, and Chart.js for monitoring productivity, ticket distribution, and KPIs.
- Engineered RESTful APIs with audit logging and historical ticket tracking for Jira integration.
- Created a machine learning model (Flask, scikit-learn) recommending optimal assignees, reducing manual assignment time by **60%** and improving decision accuracy.
- Automated Jira data extraction pipelines, cutting manual handling by **50%** and freeing analytics teams to focus on insights.
- Containerized services with Docker and implemented CI/CD pipelines via Jenkins, integrating SonarQube for code quality assurance.

Digital Power Consulting, Tunisia

Jun 2023 – Aug 2023

### Web Developer Intern

- Crafted and fine-tuned responsive Angular interfaces for a restaurant review platform, supporting user feedback and rating features.
- Created Spring Boot APIs for secure and efficient processing of restaurant evaluations and user input.

FCIT, Tunisia

Feb 2022 – May 2022

### Web Developer Intern

- Implemented a full-stack educational platform featuring **10+** adaptive tests to support diverse learning paths using the MEAN stack.
- Engineered Python web scrapers to extract exam data, decreasing manual search time by **70%**, coupled with intuitive Angular front-end components.

Deepera.AI, Tunisia

Jul 2021 – Aug 2021

### Web Developer Intern

- Implemented Python scrapers to capture real-time financial data and aggregate market news, reducing manual data collection time by **70%**.
- Designed and delivered interactive Angular dashboards for visualizing market data and financial news, ensuring a user-friendly and data-driven experience.

## Academic project

### Cloud Infrastructure & Web App

- Built a private cloud using OpenStack (Keystone, Glance, Nova, Neutron, Cinder).
- Developed a Spring Boot + Angular web app, containerized with Docker, orchestrated with Kubernetes, and deployed on the OpenStack cloud.
- Integrated Prometheus and Grafana for real-time monitoring and alerting, improving system reliability and enabling proactive resource management.

## EDUCATION

Private Higher School of Engineering and Technology (ESPRIT), Tunisia 2022 – 2025

**Engineering Degree in Computer Science** - Ranked 1<sup>st</sup> in class(1<sup>st</sup> year), 2<sup>nd</sup> in class (2<sup>nd</sup> & 3<sup>rd</sup> years )

Higher Institute of Information and Communication Technologies (ISTIC), Tunisia 2019 –2022

**Bachelor's degree in computer science** Ranked 3<sup>rd</sup> across the university (1<sup>st</sup> year)

**Mathematics Baccalaureate , Tunisia**

2018 - 2019

## Skills

Java | Python | JavaScript | TypeScript | Angular | Spring Boot | Flask | MEAN Stack | Docker |  
Kubernetes | Jenkins | OpenStack | MySQL | MongoDB | REST APIs | CI/CD | DevOps