

BAAZZI OUSSAMA



Computer and Network Engineer with 3 years of professional experience, a solid academic background in Mathematics and Computer Science, and a strong interest in cloud technologies. Recently worked as a IT consultant - Analyst at CGI on projects for TotalEnergies, with hands-on experience in incident resolution, application monitoring, and access management. Holder of the AWS Cloud Practitioner certification, and contributor to a project leveraging AWS services. Currently preparing for the AWS Solutions Architect–Associate and AWS Developer–Associate certifications.



Rabat, Morocco



+212613323454



oussamabaazzi@gmail.com

Professional Experience

IT consultant-Developer Analyst

CGI Technologies&Solutions (for TotalEnergies)

March 2022 – Mai 2025

- **Run Operations:** Perform technical and functional analysis of business requests; correct anomalies, develop enhancements, and maintain production applications using JIRA, ServiceNow, etc.
- **Access Management:** Ensure system-access security and compliance with internal policies to protect sensitive data.
- **Nightly Process Monitoring:** Verify batch-job executions, investigate failures, and report anomalies to guarantee service continuity.
- **Testing:** Design and execute unit, integration, and regression tests; collaborate with QA teams to validate fixes and improvements.
- **Issue Resolution :** Help troubleshoot issues related to cloud services (networking, storage, compute), and provide support for the operational needs of the cloud infrastructure
- **Incident Response :** Assist in diagnosing and mitigating issues as part of the team's response to outages or performance issues.
- **Monitoring Cloud Resources :** Using AWS CloudWatch, CloudTrail, and other monitoring tools to monitor the health and performance of resources.
- **Setting up and managed CI/CD pipelines** (GitLab CI, Jenkins, GitHub Actions) to automate builds, tests, and deployments.
- **Writing infrastructure as code** (IaC) scripts using Terraform, Ansible, or CloudFormation to provision cloud resources (AWS, Azure, GCP).
- **Monitoring application and system performance** using Prometheus, Grafana, CloudWatch, or the ELK Stack, and created alerts to anticipate incidents.
- **Containerizing applications with Docker** and participated in deployments on Kubernetes clusters (EKS, AKS, GKE, or on-premise).
- **Contributing** to the management of development, testing, staging, and production environments.
- **Implementing DevOps security practices:** access management (IAM), role-based access control (RBAC), and secret management (Vault, AWS Secrets Manager).
- **Creating technical documentation** for DevOps processes, environments, and tools.
- **Collaborating in Agile/Scrum methodology**, participating in sprint rituals and closely coordinating with development teams.
- **work with different AWS services** like EC2 , S3 ,Lambda, RDS...

Software Development Intern

Military Housing and Equipment Agency (ALEM)

July 2021 - September 2021

- Designed and developed an IT asset-management application.

Education

Master’s Degree (M2), Computer Methods Applied to Business Management (MIAGE) University of Nice Sophia Antipolis, France	2021 – 2022
Diploma in Computer and Network Engineering EMSI (Moroccan School of Engineering Sciences), Morocco	2020 – 2022
Bachelor’s Degree in Mathematical and Computer Sciences Faculty of Sciences, Moulay Ismail University, Meknès, Morocco	2017 – 2020

Certifications

- **Honoris:** Social Skills; Entrepreneurial Skills, Management Skills
 - **AWS Certified Cloud Practitioner** (Jul 2023 – Jul 2026)
[Certification ID](#) : FLOYL1SKXNE41WCQ
 - **AWS Certified Solutions Architect – Associate** (In progress)
 - **AWS Certified Developer – Associate** (In progress)
-

Technical Skills

- **Cloud Platforms:** AWS (EC2, S3, Lambda, RDS, VPC, CloudWatch)
 - **DevOps & CI/CD:** Jenkins, Docker, Kubernetes, Terraform, Ansible, Git (GitHub, Bitbucket)
 - **IT Service Management (ITSM) platforms** : Service Now , Jira
 - **Programming Languages:** C/C++, Java, C#, Dart
 - **Web & Front-end:** HTML5, CSS3, JavaScript, Angular
 - **Frameworks:** ASP.NET, Spring Boot, Java EE, Flutter
 - **Databases:** MySQL, Microsoft SQL Server, Oracle
 - **Design & Modeling:** UML 2.0, Merise 2, Enterprise Architect, PowerAMC
 - **Infrastructure & Virtualization:** VMware, Oracle VM VirtualBox, Windows Server, Linux (Ubuntu, CentOS)
 - **Security:** IAM, VPN, SSL/TLS, Security Groups, Network ACLs
 - **Project & Business Management:** Entrepreneurship, Business Management, Marketing
-

Languages

- **Arabic:** Native
- **French:** Fluent
- **English:** Professional proficiency
- **German:** Beginner (A1)
- **Spanish:** Beginner
- **Japanese:** Beginner (JLPT N5)