

ABDERRAHIM AGGOUN

IT Support & Systems Administration · Cybersecurity · Electrical Engineering

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PROFESSIONAL PROFILE

Multidisciplinary technology professional combining a Bachelor of Science in Computer Science (Cybersecurity, UQO — GPA above 3.50/4.30) and a Bachelor of Engineering in Electrical Engineering — Industrial Computing (Class Valedictorian, maximum jury grade). Specialized in IT support (Levels 1 & 2), Windows/Linux systems administration, TCP/IP networking, and defensive cybersecurity. Recognized for fast technical diagnosis under pressure, proven operational leadership across Canadian organizations, and a nationally distinguished entrepreneurial mindset. Immediately available.

PROFESSIONAL EXPERIENCE IN CANADA

Operations Team Lead

Intelcom Dragonfly · Montréal, QC · 2023

- ▶ Supervised a high-volume multidisciplinary operations team within a technology-driven logistics sorting and distribution platform.
- ▶ Diagnosed and resolved terminal failures, software anomalies, and critical operational incidents in real time.
- ▶ Optimized workflows through daily performance data analysis — measurable reduction in bottlenecks and operational downtime.
- ▶ Ensured strict SLA compliance; managed onboarding, continuous training, and performance evaluations for team members.

Leadership **Technical diagnosis** **Process optimization** **SLA**

Organizational Team Lead

Kalinleh · Québec, QC · 2024

- ▶ Planned and strategically distributed daily tasks according to operational priorities and resource availability.
- ▶ Communicated corporate directives clearly and drafted accurate incident reports for senior management.
- ▶ Proactively managed team conflicts and resolved urgent critical situations to maintain operational continuity.

Team management **Managerial communication** **Conflict resolution**

Driver — Adapted Transport (Persons with Disabilities)

Taxi Loyal · Gatineau, QC · 2024 – 2026

- ▶ Holder of a specialized permit for transporting persons with disabilities — safe handling of clients with reduced mobility and special needs.
- ▶ Strict compliance with accessibility protocols, physical safety standards, and specialized accompaniment procedures.
- ▶ Active stress management, patience, and compassionate communication in sensitive daily situations.
- ▶ Maintained strict schedules for medical, personal, and corporate appointments — impeccable punctuality throughout.

Disability transport permit **Accessibility** **Stress management** **Client service**

Driver — Intercity & Airport Transport

Tour Express · Montréal / Ottawa · 2025

- ▶ Planned and managed optimized long-distance routes along the Montréal–Ottawa corridor.
- ▶ Delivered high-quality service to diverse and corporate clientele — clear communication, courtesy, and exemplary punctuality.
- ▶ Continuously adapted to changing road conditions and managed time effectively on intercity routes.

Intercity transport **Corporate clientele** **Logistics management**

EDUCATION

Bachelor of Science — Computer Science, Cybersecurity

Université du Québec en Outaouais (UQO) · Gatineau, QC, Canada · April 2026

Key courses: Systems Security · Network Architecture & Analysis · Applied Cryptography · SQL Databases · Advanced Windows/Linux OS · Advanced Algorithms · Software Engineering.

- ▶ Graduated with distinction — GPA above 3.50 / 4.30.
- ▶ Program covering the full defensive security chain: vulnerability analysis, system hardening, cryptography, and access management.

[Cybersecurity](#) [Networking](#) [SQL](#) [Linux/Windows](#)

Bachelor of Engineering — Electrical Engineering (Industrial Computing)

Université 8 Mai 1945 — Guelma, Algeria · Algeria · 2022

- ▶ Class Valedictorian — awarded maximum jury grade for the Final Year Engineering Project (PFE).
- ▶ First student in the city and region to present a final-year project under the official Innovative Technology Startup model.
- ▶ Software and hardware innovation project officially ranked 3rd nationally among the country's best technology initiatives.

[Class Valedictorian](#) [Startup model](#) [National recognition](#)

Professional Technical Internships

May Equipro & CAB / Conserverie Amor Benamor · Algeria · 2022

- ▶ May Equipro: assisted engineers in supervising automated processes and performing preventive/corrective maintenance on industrial control terminals.
- ▶ CAB Benamor: analyzed industrial processes, verified sensor and PLC data transmission to the central supervision network.

TECHNICAL PROJECTS & ACHIEVEMENTS

Technology Startup — Final Year Engineering Project (PFE) 3rd Place — National

- ▶ End-to-end design and development of an innovative hardware/software solution presented under the official startup company model.
- ▶ Intelligent system architecture integrating industrial automation, real-time data processing, and a dedicated software interface.
- ▶ Awarded maximum jury grade — officially ranked 3rd nationally among the country's best technology initiatives.

Personal Web Portfolio — aggoun.net

- ▶ Designed, developed, and deployed a complete professional portfolio (HTML5, CSS3, JavaScript) under a custom domain.
- ▶ Responsive architecture, SEO-optimized — structured showcase of academic background, projects, and technical skills.

Link: <https://aggoun.net>

Academic Projects — Cybersecurity & Networking (UQO)

- ▶ Simulation and analysis of secure network architectures: TCP/IP, firewalls, VPN, VLAN segmentation — UQO lab environments.
- ▶ Development of secure applications: authentication systems, access management, symmetric/asymmetric encryption (applied cryptography).
- ▶ Implementation and optimization of SQL databases: advanced queries, transactions, and data integrity management.

GitHub: github.com/adoubleg29

Automation & Industrial Control Systems

- ▶ Development and deployment of embedded systems and programmable logic controllers (PLC) during professional technical internships.
- ▶ Analysis and supervision of automated industrial processes — preventive/corrective maintenance and hardware fault diagnosis.
- ▶ Proficiency in industrial communication protocols and sensor/PLC data transmission to central supervision systems.

TECHNICAL & PROFESSIONAL SKILLS

IT Support & Systems Administration

- Hardware/Software troubleshooting (L1/L2)
- Windows Server & Active Directory
- Linux: Ubuntu, CentOS, Debian
- Workstation deployment & configuration
- Ticket & incident management (SLA)
- Virtualization basics (VirtualBox, VMware)

Development & Automation

- Python (scripting, automation)
- Java, C / C++
- HTML5, CSS3, JavaScript
- SQL & database management
- Git / GitHub — version control
- REST APIs · Industrial automation

Cybersecurity & Networking

- TCP/IP protocols, Routing, Switching
- Firewall, VPN, Wi-Fi security
- Vulnerability analysis & security audits
- System hardening & patch management
- Access management & authentication
- Applied cryptography (sym./asym.)

Leadership & Soft Skills

- Team management & training
- Incident resolution under pressure
- Clear managerial communication
- Agile project management
- Entrepreneurial mindset & innovation
- Adaptability and professional rigor

LANGUAGES

French

C1 — Advanced

Full professional communication, writing and presentations.

English

B2 — Upper Intermediate

Bilingual work environments, technical documentation.

Arabic

C2 — Native Language

Complete written and spoken mastery.