

El Mehdi Jouan

Senior Application Support Engineer | Linux

Morocco | linkedin.com/in/elmehdijouan | jouan.us

PROFILE

Senior application support and Linux engineer with 4+ years across software engineering, production operations and enterprise infrastructure. Advanced Linux troubleshooting, root cause analysis and L3/L4 escalation management in cloud, hybrid and on-premises environments. Experience spanning Oracle and assignments for Rexel, Stellantis and TotalEnergies.

CORE EXPERTISE

Enterprise Linux: Oracle Linux / RHEL 7, 8, 9; systemd; SELinux; GRUB / initramfs; kernel parameters; LVM; XFS / ext4; performance and lifecycle management.

Networking: DNS, NetworkManager, firewalld / iptables, proxies, NSGs.

Cloud & virtualization: OCI, KVM / libvirt / virsh, OS Management Hub, Leapp, Cloud SQL, Microsoft Azure.

Production support: Incident management, ITIL, RCA, customer escalations, SLA-driven workflows, technical documentation and cross-functional coordination.

PROFESSIONAL EXPERIENCE

Senior Application Support Engineer

SQLI | Assignment: Rexel | Jun 2026 - Present | Hybrid

ITIL | Incident management

Founder & CTO

Caisse Mahali | Apr 2026 - Jun 2026 | Casablanca

- Built an end-to-end SaaS point-of-sale platform for food service and retail, using a single Flutter application for Windows, Web and Android with a French / Arabic interface.
- Implemented Socket.IO real-time features, DEV-to-QA-to-PROD delivery, and a regional high-availability Cloud SQL configuration with failover, synchronous replication, backups and point-in-time recovery.

Technical Support Engineer 2 / IC2 - Oracle Linux

Oracle | Mar 2025 - May 2026 | Casablanca

- Resolved complex Oracle Linux and RHEL incidents across OCI, hybrid and on-premises systems: boot failures, repository and package corruption, storage, networking and lifecycle issues.
- Performed RCA using journald, system logs, package history, service dependencies and sosreport; investigated kernel panics with kdump, vmcore and the crash utility.
- Operated KVM / libvirt stacks and validated VM lifecycle and host configurations. Managed OS Management Hub software sources, policies, lifecycle jobs and centralized patching.
- Led L3/L4 customer escalations and live outage sessions, coordinating with Cloud, Database and Operations teams under SLA pressure to restore services.

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Professional experience, continued

IT Infrastructure Engineer

ALTEN | Assignment: Stellantis (PSA Group) | Oct 2023 - Mar 2025 | Rabat

- Provided L1/L2 production support as an Operations Pilot across Linux, Windows, networking and IBM z/OS environments; diagnosed service, network and storage incidents.
- Contributed to crisis calls and incident reviews; coordinated vendor escalations, system upgrades and VM migrations while supporting service continuity and SLAs.
- Documented procedures in Confluence and trained 20+ engineers. Worked with PSASM (Service Manager) and OAP tools.

Software Engineer

CGI | Assignment: TotalEnergies | Sep 2022 - Aug 2023 | Rabat

- Supported Linux-hosted, Docker-containerized production applications: SAFETRIP, SAFEPASS and ICAPS. Investigated incidents from operating system and container layers to PostgreSQL / MySQL data access.
- Delivered fixes and enhancements across React.js, AngularJS, PHP and Spring Framework; contributed to data integrations, interaction monitoring and automated reporting.

DevOps Engineer Assistant - Internship

CGI | Mar 2022 - Sep 2022 | Rabat

- Internship project focused on automating reminders following the night application. Technologies: Microsoft Azure and PHP frameworks.

EDUCATION

Engineering degree in Computer Engineering

École Marocaine des Sciences de l'Ingénieur (EMSI), Rabat | 2022

CERTIFICATIONS & TRAINING

Oracle Linux System Administration on OCI

Oracle | Apr 2025

Final Exam: Java Novice

Skillsoft | Dec 2022 | Credential: 65370783

TOOLS & AUTOMATION

Automation & delivery: Bash, AWX / Ansible, Docker, Oracle Linux Automation Manager, Flutter, Dart, Nginx, Socket.IO.

Diagnostics & ITSM: journal, syslog, sosreport, kdump / vmcore / crash, Performance Co-Pilot, Grafana, Jira, Confluence, ServiceNow.

LANGUAGES

English: Fluent | French: Fluent | Spanish: Basic