



YOUSSEF GARGAI

Cloud Infrastructure Engineer – Linux, Cloud & Virtualization

PMP® | TOGAF® 10 | RHCSA | OCI Architect Associate | AWS Solutions Architect Associate | Azure Administrator

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RHCSA-certified Cloud & Linux Infrastructure Engineer with 10+ years of experience designing, operating and troubleshooting large-scale on-prem and cloud infrastructures. Expert in Oracle Cloud Infrastructure, Linux (Oracle, Red Hat, Ubuntu), virtualization, networking and storage, with hands-on automation using Terraform, Ansible and shell scripting to reduce manual work and incidents. Acts as Duty Manager and Technical Coordinator, leading global teams, mentoring junior engineers and driving fast resolution of critical incidents while maintaining strong customer communication.

PROFESSIONAL EXPERIENCE

Linux Engineer (OCI – On-prem)

2019-10 – 2025-10

Oracle, Casablanca, Morocco

- Delivered advanced L2/L3 support for Oracle Cloud Infrastructure (OCI), Oracle Linux and virtualization platforms, ensuring stability and performance of large-scale customer environments.
- Automated provisioning, patching and configuration using Terraform, Ansible and shell scripting, reducing repetitive manual work and improving configuration consistency.
- Designed and implemented observability dashboards with Prometheus and Grafana to enhance proactive monitoring, speed up incident detection and reduce mean time to resolution (MTTR).
- Troubleshoot and resolved complex issues across OCI environments including Docker, Kubernetes, networking, Exadata, ODA and PCA, minimizing service disruption for critical workloads.
- Acted as Duty Manager, coordinating engineers across multiple time zones, managing critical escalations and leading war rooms to restore services within agreed SLAs.
- Reproduced, analyzed and documented product defects, collaborating with development teams to deliver fixes and improve overall platform stability.
- Advised customers on technical best practices and cloud architecture guidelines, supporting OCI adoption and strengthening customer satisfaction.
- Recruited, onboarded and mentored junior Linux engineers while driving continuous process improvements and knowledge sharing within the team.

Technical Support Engineer

2013-09 – 2019-10

Dell, Casablanca, Morocco

- Provided enterprise-level support for server, storage and networking infrastructures, ensuring availability and performance for business-critical environments.
- Led incident investigations and Root Cause Analysis (RCA), documenting findings and implementing corrective and preventive actions to maintain SLA compliance.
- Resolved high-impact incidents for global enterprise customers, collaborating with cross-functional teams to restore services quickly and professionally.

Senior Technical Support Engineer

2012-09 – 2013-08

Microsoft, Casablanca, Morocco

- Supported Windows Server, Active Directory and networking services for enterprise customers, handling complex configuration and troubleshooting cases.
- Specialized in L2 incident management and Microsoft licensing topics, ensuring compliance and accurate entitlement usage for customers.

Network & System Administrator

2007-09 – 2012-01

Finatech, Casablanca, Morocco

- Administered Windows/Linux servers and Cisco network infrastructure, including installation, configuration, backups and performance tuning.
- Deployed and maintained Nagios-based monitoring, performed upgrades and resolved network/system issues to improve reliability and minimize downtime.

EDUCATION

Bachelor of Engineering – Network & Telecom Engineering

IGA Casablanca | 2008 – 2011

DUT in Electronics

EST Agadir | 2004 – 2006

CERTIFICATIONS

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|--|---|
| • Project Management Professional (PMP®) | • Microsoft Certified: Azure Administrator Associate |
| • TOGAF® 10 Certified | • Associate – Information Storage and Management v3.0 (DCA-ISM) |
| • Red Hat Certified System Administrator (RHCSA) – ID: 190-086-777 | • Oracle Cloud Infrastructure Foundations |
| • Oracle Cloud Infrastructure 2025 Certified Architect Associate | • Cisco Certified Network Associate (CCNA) |
| • AWS Certified Solutions Architect – Associate | • CompTIA A+ |

SKILLS

Cloud Platforms: Oracle Cloud Infrastructure (OCI), AWS, Microsoft Azure

Linux Systems: Oracle Linux, Red Hat, Ubuntu, Debian, AlmaLinux, Rocky

Microsoft Systems: Windows Server, Active Directory

DevOps & SRE: Terraform, Ansible, Jenkins, Git, Docker, Kubernetes

Monitoring & Observability: Prometheus, Grafana, Nagios

Networking & Security: LAN/WAN, VCN, VPC, Load Balancer, VPN, Firewalls, Cisco (Switching & Routing – OSPF, BGP)

Database Technologies: Oracle Database (RAC, Data Guard, ASM, RMAN), Autonomous Database

Storage & Infrastructure: SAN, NAS, RAID, LVM

Virtualization: OVM, KVM, OLVM, VMware, Hyper-V

Soft Skills: Major incident management, Customer communication, Technical coordination, Leadership, Mentoring, Root Cause Analysis (RCA), Project Management (PMP®), Enterprise Architecture (TOGAF® 10)

LANGUAGES

Arabic – Native **French** – Fluent **English** – Professional