M. NAOURA GABKIKA

Cloud and IT Operation , Support IT & Project | AWS, Terraform and AZURE Certified

Dakar, Senegal • +221773810604 • gabkikanaoura@gmail.com • LinkedIn: linkedin.com/in/gabkikanaoura/

Portfolio : https://naoura-gz.tech

PROFESSIONAL SUMMARY

IT Ops & project manager with 6 years of experience operating mission-critical AWS and Azure environments across fintech and tech companies. Triple AWS-certified (Solutions Architect Associate, CloudOps Engineer Associate, Cloud Practitioner) with a proven track record of sustaining 99.8% availability on 15+ Mobile Money APIs processing 500K+ transactions per day. Deep expertise in N2/N3 incident management, Infrastructure as Code (Terraform, Ansible), observability (Elastic Stack, Grafana) and cloud security. Seeking international opportunities to scale operational excellence in cloud-native organizations.

KEY ACHIEVEMENTS

- **99.8%** uptime maintained across 15+ Mobile Money APIs supporting 500K+ daily transactions.
- **75%** reduction in Mean Time To Recovery (from 120 minutes to 30 minutes) through intelligent alerting automation.
- **80%** drop in security incidents at REGIE SEN after deploying pfSense firewalls and Snort IDS/IPS.
- **95%** of critical incidents resolved within the 4-hour SLA while supporting production fintech workloads.
- **60%** cut in incident investigation time through a custom Python monitoring & error-analytics platform.

CERTIFICATIONS

- AZ 104 (Novembre)
- AZ 900 (Septembre 2026)
- AWS Certified Solutions Architect – Professional (Aout 2026)
- Hashicorp Terraform Associate 004 (Juin 2026)
- AWS Certified CloudOps Engineer – Associate (April 2026)
- AWS Certified Solutions Architect – Associate (December 2025)
- AWS Certified Cloud Practitioner (November 2025)

In progress : -> AZ 305, AZ 700 (Decembre 2026), LFCS, AWS Devops Pro, AWS Security , SC 500 ,

TECHNICAL SKILLS

- **Cloud Platforms:** AWS (EC2, EKS, ECS, RDS, Aurora, DynamoDB, CloudWatch, Security Hub, WAF, Shield, IAM), Azure (AD, Defender, AZ-104),
- **Infrastructure as Code:** Terraform, Ansible, AWS CloudFormation, Biceps
- **Containers & Orchestration:** Docker, Kubernetes (Amazon EKS), Amazon ECS, AKS , ACI
- **CI/CD & Automation:** Jenkins, GitLab CI/CD, GitHub Actions, Python, Bash, PowerShell
- **Observability & SRE:** Elastic Stack (Kibana, OpenSearch), Grafana, Prometheus, Zabbix, CloudWatch, Jira Service Management, Azure monitor
- **Databases:** MySQL, PostgreSQL, Oracle, SQL Server, Amazon RDS, Azure SQL,Cosmos DB, Aurora, DynamoDB – performance tuning, backup & restore
- **Networking & Security:** Cisco CCNA scope, FortiGate, pfSense, Snort IDS/IPS, OpenVPN, IPSec, network segmentation, AWS WAF & Shield, Azure Firewall, Defender for cloud.
- **Identity & Compliance:** AWS IAM, Entra ID, MFA, SSO, RBAC, ISO 27001, PCI-DSS, security hardening & audits
- **Operating Systems:** Linux (RHEL, Ubuntu, CentOS – advanced administration), Windows Server (AD DS, DNS, DHCP, GPO)
- **Virtualization & Storage:** VMware ESXi, KVM, OpenStack, NAS/SAN, AWS Backup, snapshots, lifecycle policies

- **Fintech & Integration:** Mobile Money APIs, API Gateway, microservices, high-availability architectures
- **Methodologies:** SRE best practices, DevSecOps, Agile/Scrum, ITIL v4
- **ERP:** Odoo (hosting & operations on AWS), SAP S/4HANA

PROFESSIONAL EXPERIENCE

Cloud/IT ops & IT Project Manager | SYLVERSYS *Jan 2026 – Present*

Dakar, Senegal

- Lead AWS and Azure cloud projects for strategic banking and fintech clients, from scoping to delivery and post-production.
- Design and deploy secure, scalable cloud architectures, including AWS-hosted Odoo ERP for enterprise customers.
- Administer Azure infrastructure for financial institutions with a focus on high availability, security and regulatory compliance.
- Supervise N2/N3 operations and drive CloudOps best practices (IAM, monitoring, automation, governance).
- Coordinate technical teams and act as the main technical point of contact with clients to guarantee SLA compliance.
- Drive continuous improvement of infrastructures and processes with a performance-and-resilience mindset.

Support & Operations Engineer (SRE / N2-N3) | BIZAO *Feb 2023 – Dec 2025*

Dakar, Senegal – Pan-African fintech / Mobile Money aggregator

- Operated 15+ Mobile Money APIs with 99.8% availability, monitored via OpenSearch, Elastic Stack and Grafana.
- Supervised 500,000+ daily transactions; cut service interruptions by 40% through proactive observability.
- Automated alerting and runbooks to reduce MTTR from 2 hours to 30 minutes (-75%).
- Resolved 95% of critical incidents within the 4-hour SLA across production fintech environments.
- Administered multi-cloud (AWS, Azure) access and security: IAM, MFA, RBAC, security hardening.
- Built Python, Bash and PowerShell automations for recurring system tasks and patching.
- Managed Microsoft 365 SaaS services and the IT asset fleet; documented incidents via JIRA with proactive stakeholder communication.

IT Manager | REGIE SEN *Apr 2021 – Feb 2023*

Dakar, Senegal

- Designed and deployed secure network architectures delivering 99.5% uptime.
- Rolled out OpenVPN to enable secure remote work across the organization.
- Authored the IT security policy aligned with ISO 27001.
- Automated patch management across Linux and Windows fleets.
- Deployed pfSense firewalls and Snort IDS/IPS, reducing security incidents by 80%.

Junior IT Consultant | B-ONE EXPERTISE *Aug 2020 – Apr 2021*

N'Djamena, Chad

- Supervised network infrastructure and delivered end-user support.
- Implemented Data Loss Prevention (DLP) solutions for corporate clients.
- Delivered technical training sessions and produced user documentation.

KEY PROJECTS

Transactional Monitoring Automation Platform *(Python, REST APIs, Elasticsearch) – Bizao*

Python suite polling Mobile Money APIs (GetStatus/UpdateStatus) for real-time transaction tracking, error aggregation and contextual alerting. Reduced incident investigation time by 60%.

Centralized CRM Prospect Management *(PHP, MySQL, MVC) – REGIE SEN*

Full-stack web app with duplicate-prevention locking, customizable sales workflows and role-based access. Cut redundant contacts by 70% and lifted conversion by 35%.

Entra ID & Cloud Identity Lab *(Microsoft Entra ID, Zero Trust)*

Hands-on lab covering Conditional Access, Identity Governance, SSO (SAML/OAuth), Privileged Identity Management and Identity Protection – directly applicable to Zero Trust and M365 migrations.

EDUCATION

- **M.Sc. in Information Systems Security** – ESMT Dakar, Senegal (2018–2020)
- **B.Sc. in Telecommunications & Computer Science** – ESMT Dakar, Senegal (2015–2018)
- **Scientific Baccalaureate** – Lycée Hérédité, N'Djamena, Chad (2015)

PROFESSIONAL DEVELOPMENT

- Professional English Program – British Council, Dakar (Nov 2025, active since)
- Cisco CCNP Enterprise (120h)
- Python for System Administration (40h)
- DevOps & CI/CD Best Practices (48h)
- CompTIA Security+ Bootcamp – Network & System Security

LANGUAGES

- **French:** Native / C2 ,daily professional use.
- **English:** Upper Intermediate B1+ actively progressing to B2 (British Council program, used daily for technical documentation, AWS study material and international collaboration).
- **Arabic:** Basic notions (A1).

INTERESTS

Cloud technology watch (AWS, Azure, Huawei Cloud, DevOps) Cybersecurity and cloud innovation literature Science-fiction Strength training, football, running.