

Salah Eddine Medkour

Technical Support Engineer | Web Developer | Network Engineer

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Arabic (Native) | English (Fluent) | French (Advanced-Intermediate) | Spanish (Elementary)

SUMMARY

Networks & Telecommunications Master's graduate with hands-on experience providing technical support and ensuring a good customer experience, backed by web development and network infrastructure skills. Debugs end-to-end, resolves live production incidents, and communicates fixes clearly in dedicated channels.

EDUCATION

Badji Mokhtar University of Annaba

Annaba, DZ

Master's in Networks & Telecommunications

Graduated June 2025

- **Final year project:** Designed and implemented true end-to-end encryption for WebRTC video streams using the Insertable Streams API, ECDH key exchange, AES-GCM, achieving **negligible latency (<15ms overhead)** in local benchmarks. **Top Score** | [\[Read Published Paper\]](#)

Bachelor's Degree in Telecommunications

Graduated June 2023

EXPERIENCE

Customer Support Agent 5CA - Contract

August 2026 - Present

5CA - Utrecht, Netherlands (Remote)

- Troubleshoot technical issues and resolve customer tickets via **Zendesk** for a global user base, ensuring accurate, timely resolutions and a positive support experience.

Technical Lab Instructor (Python & ICT & CS) - Contract

October 2025 - June 2026

Badji Mokhtar University of Annaba & ENS Annaba (Teachers Training School) (Onsite)

- Selected by the Faculty to instruct **289+ students** (Master's & Teacher Trainees) in Advanced Python, ICT essentials, digital literacy, basic Computer Science concepts, and cybersecurity awareness.
- Built "**AirQuiz**" (Python/React), an offline-first platform to enable digital quizzes in non-to low-connectivity labs, automating the grading workflow to reduce administrative time by **95%**.

Freelancer Web Developer & Personal Projects

April 2025 - Present

- Built and deployed 25+ production web platforms, (See salaheddinemedkour.me).
- Maintained open-source projects, configured Windows and Linux based VM-labs like (**CorpDZ**) to simulate technical support (Active Directory/DC) (**Available on GitHub: [salahmed-ctrlz](#)**), and **Published** technical articles on cybersecurity and AI.

TECHNICAL SKILLS AND CERTIFICATIONS

Technical skills :

- **Support & Development:** Zendesk, Postman, REST APIs, WebSockets, JWT, OAuth2, Webhooks, JavaScript, TypeScript, React, Python, Node.js, SQL (PostgreSQL).
- **Infrastructure & Networking:** Wireshark, TCP/IP, DNS, DHCP, VPN, Docker, Nginx, VPS administration, SSL/TLS (Certbot), Linux (Ubuntu, Kali), Windows Server, Active Directory.

Certifications : Google Cybersecurity Professional, Google IT Support, EF SET C2 English.

Interests : Language Learning, Creative Writing, Literature, Philosophy, History, Generative AI, Gaming.