

KAMAL CHAFIK

PERSONAL SUMMARY

Seasoned Business Analyst at TELUS with a strong track record in launching innovative products and optimizing processes through data-driven decision-making. Expertise in SQL, Tableau, and Python enables the delivery of actionable insights that drive business performance. Committed to leveraging cloud computing, DevOps principles, and machine learning to enhance operational efficiency and support strategic initiatives.

EXPERIENCE

Infrastructure Consultant

Groupe Provert | Montreal, Quebec | April 2024 - Current

- Optimized website performance, reducing loading time from 9 seconds to under 2 seconds.
- Migrated infrastructure from traditional hosting to cloud computing, implementing redundancy and disaster recovery strategies.
- Built a full database with stored procedures to save over 50h of work a month through automation
- Developed diverse ETL and ELT solutions for analytics.
- Developed cloud and local infrastructure strategies to enhance system reliability and efficiency.

Business Analyst II

TELUS | Montreal, Quebec | June 2017 - Current

- Introduced SmartWear Security product, surpassing SLAs in the initial three months.
- Produced extensive documentation detailing business and system specifications for data modeling for multiple products.
- Created informative, actionable, and repeatable reporting that highlighted relevant business trends and opportunities for improvement.
- Developed an internal full-stack web application in SharePoint to streamline SmartWear call flows.
- Developed user acceptance testing plans to ensure solution quality and functionality.
- Managed project timelines and deliverables to ensure on-time completion of tasks.
- Identified opportunities for cost savings through process automation initiatives.
- Prepared business proposals and presentations for various stakeholders and executives.

Software Engineer

Éclipse - Solar Car | Montreal, Quebec | February 2022 - June 2025

- Implemented a VPC with private subnets for sensitive resources and VPN access.
- Developed a GPS enabled barrier detection application in Django.
- Optimized a Weather API for low-signal environments and connexion loss.
- Built a full CI/CD pipeline for the main strategy web application with AWS.
- Developed software solutions for solar car performance and efficiency.
- Collaborated with engineers to design user interfaces for control systems.
- Implemented coding standards to enhance software quality and maintainability.
- Conducted code reviews to ensure adherence to best practices and guidelines.

CONTACT

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SKILLS

- Analytics (Tableau, Google Looker and Excel)
- Data Warehouses (ETL, ELT, Snowflake, RedShift)
- Web Development (React, Node, Django, Express)
- ML/AI (TensorFlow, Scikit-Learn, OpenCV, Keras, Python)
- DevOps / GitOps (Docker, Kubernetes, CI/CD, FluxCD)
- Event Driven Architecture (Kafka, RabbitMQ)
- IaC (Terraform, Ansible, OpenTofu, Pullumi)
- NoSQL (MongoDB, DynamoDB, Firestore)
- Cloud Computing (AWS, Akamai)
- RDBMS (SQL Server, Oracle, MySQL)
- Data analysis
- Process optimization
- Microsoft Office Suite
- Business KPIs mapping
- Decision making
- Agile frameworks

EDUCATION

Bachelor of Science

Software Engineering | Data Science
École De Technologie Supérieure,
Montreal, QC
2025

LANGUAGES

English:

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Native/ Bilingual

French:

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Native/ Bilingual

COMMUNITY INVOLVEMENT

President, Coups de pouce jeunesse Montréal-Nord

- Lead a youth-development nonprofit serving students between 12–17 years old and their parents through tutoring, mentorship, and community engagement.
- Doubled the annual operating budget from ~\$400K to ~\$800K over 7 years through fundraising and strategic partnerships.
- Serve an average of 700+ users annually.

PERSONAL ACTIVITIES

Personal Homelab (Proxmox and TrueNAS): I design and operate high availability services using Docker and Kubernetes, automate infrastructure with Terraform and Ansible (Sempaphore UI), manage observability with Open Telemetry and Grafana, configure reverse proxying and single sign-on, implement backups and disaster recovery when needed, and continuously play with new interesting tools and technologies.

Hack The Box: Exploring beginner friendly, hackable VMs to learn cybersecurity basics and common exploitation techniques.

REFERENCES

References available upon request.