

# KAMAL CHAFIK

## PERSONAL SUMMARY

Seasoned Business Analyst at TELUS with a proven track record of launching innovative products and optimizing processes. Proven skills in SQL and process automation, I excel in decision-making and delivering actionable insights. Passionate about leveraging cloud computing, DevOps principles and machine learning to drive efficiency and enhance business performance.

## EXPERIENCE

### Business Analyst II

TELUS | Montreal, Quebec | June 2017 - Current

- Launched the SmartWear Security product, exceeding SLAs within the first 3 months.
- Developed an internal full stack web application in SharePoint to streamline SmartWear call flows.
- Created detailed documentation for business requirements and system specifications.
- Developed user acceptance testing plans to ensure solution quality and functionality.
- Managed project timelines and deliverables to ensure on-time completion of tasks.
- Managed projects and served as primary liaison between client and multiple internal groups to clarify goals and meet standards and deadlines.
- Developed reports using SQL to track progress against key performance indicators.
- Created informative, actionable, and repeatable reporting that highlighted relevant business trends and opportunities for improvement.
- Identified opportunities for cost savings through process automation initiatives.
- Prepared business proposals and presentations for various stakeholders.

### 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
- Analyzed network performance to identify areas for improvement and optimization.
- Developed cloud and local infrastructure strategies to enhance system reliability and efficiency.

### 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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📍 Montreal QC

## SKILLS

- Web Development (React, Node, Django, Express)
- ML/AI (TensorFlow, Scikit-Learn, OpenCV, Keras)
- DevOps / GitOps (Docker, Kubernetes, CI/CD, FluxCD)
- Event Driven Architecture (Kafka, RabbitMQ)
- IaC (Terraform, Ansible, OpenTofu, Pulumi)
- NoSQL (MongoDB, DynamoDB, FireStore)
- Cloud Computing (AWS, Akamai)
- RDBMS (SQL Server, Oracle, MySQL)
- Process optimization
- Microsoft Office Suite
- Business process mapping
- Decision-making

## EDUCATION

### Software Engineer

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.