# Norman Benbrahim

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I've spent the last 5 years polishing my coding skills and applying automated solutions to mundane business problems. Some of the things I'm proud of include:  
· Creating job requisitions automatically for recruiters using Puppeteer (JavaScript)  
· Developing a REST API Microservice using Node (Express JS) coupled to a React front-end for file drop-off, processing, and secure delivery via SFTP  
· Developing a REST API Microservice using Python (Flask) to automate tedious & manual database queries  
· Automating triaging of our ticketing system (ServiceNow) using Machine Learning models trained on Tensorflow with an accuracy of 86%  
· Developing an automated email watcher for Outlook using Python with auto-reply capabilities. This was coupled with the ML model above  
· Regularly volunteer to give talks in a professional business setting demonstrating the value of automation  
· Mentoring aspiring developers who are interested in tech on a weekly basis through Code Mentoring  
· Creating programming tutorials using YouTube, and teaching 2 Python classes in a professional setting

Experience

**Technical Systems Analyst – Toronto, ON – Apr 2018 to Present**

Royal Bank of Canada

• Created desktop applications that automate our Outlook workflow via API, reducing workload by 80 hours per year using Python

• Build, maintain & support a variety of HR applications via API integrations using Python

• Built proactive monitoring workflow using Python & Robotic Process Automation (BluePrism)

• Implemented an AI app that reduced our workflow during triaging user tickets using Deep Learning in Tensorflow (87% accuracy), thereby saving the company 1700 hours per year

**Systems Support Technician – Toronto, ON – Dec 2016 to Feb 2018**

Desjardins Financial Security Life Assurance Company

• Programmed scripts to automate processes using the TN3270 Plus & IBM Mainframe, and reduced time spent collecting data by 370%

• Searched large scale client data using the IBM File-Aid Database and created new datasets using scripts for later manipulation in Excel, introducing vastly more efficient systems into our workflow

• Wrote macros in Excel to reduce time spent on manual cleanup of large, continuously updated files, reducing time spent on this task by 170%

• Wrote scripts in Powershell to streamline batch processes and compare data pre- and post-transformation, reducing manual data entry time by 120%

**Mentor – Toronto, ON – Feb 2020 to Present**

Toronto Code Mentoring

• Helping people from all skill levels to develop their programming skills & be part of a growing community of developers on a volunteer basis

• Giving confidence in people new to tech and programming in general, providing guidance and encouragement weekly

• Technologies taught include: Python, Javascript & overall programming architecture

Education

**McMaster University – Hamilton, ON – Sep 2011 to Sep 2015**

Honors Mathematics and Statistics

• Made the Dean’s Honor List with a 3.4 GPA

• Minor in French

• 100+ hours of extracurricular activities

Certifications

Front-End Development Certification – FreeCodeCamp (online)

Data Science Specialization – Johns Hopkins (online)

Foundational AI – Google deeplearning.ai (online)