Haythem **Houiji**

SOFTWARE DEVELOPER · BUSINESS & DATA ANALYST

Tunis, Tunisia

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"Just because you've counted all the trees, doesn't mean you've seen the forest."

Sum**mary**

More than just your classic backend developer. I'm also well-versed in automation and data analytics. When I'm not busy coding up a storm at UIB - Groupe Societe Generale, you can find me streamlining processes and wrangling data. But don't worry, I still know how to put on my business analyst and software testing hats when the need arises. With a wide range of skills and a knack for finding humor in even the most technical situations, I'm the developer you never knew you needed - until now!

Wor**k Experience**

UIB - Groupe Societe Generale
Tunis, Tunisia

SOFTWARE DEVELOPER
Feb. 2022 - Now

- Conducted feasibility studies of various expressions of needs for the IT development and analysis team.
- Participated in the analysis, design, technical specifications elaboration, development, and testing phases as part of the implementation or management of IT projects.
- Developed programs, interfaces, and reports according to appropriate languages and standards to meet assigned needs.
- Prepared and ensured the deployment of newly developed applications.
- Provided corrective maintenance for programs, interfaces, and reports still in production use.
- Provided 3rd level support to resolve incidents related to IT production processing.
- Developed robots using UiPath as the main automation tool, streamlining processes and increasing efficiency.
- Managed the selection process of IT software publishers: Call for tenders, support and technical analysis.
- Managed IT projects and upgrades of the bank's information system.
- Implemented data processing applications using Alteryx to replace defective applications in production, resulting in improved data accuracy and increased efficiency.
- **Data Projects:**
  Smart Retail Datahub: 2022 Participated in the preparation and implementation of Smart Retail Datahub which contains all the retail customers data in aggregated format using Alteryx.
  Carthago Forex: 2022 Implemented AutoFxER, an Alteryx workflow that replaced BFI's Megara Quotes to integrate the market exchange rate from Reuters to Carthago Forex.
- **Business Projects:**
  Omnichannel - Retail Banking Application: 2022 Implemented RESTful API using Spring Boot & Firebase to schedule customer operations push notifications in the bank's retail mobile application.
  Financial Crime Client Rating & Negative News Investigation : 2022 Acted as project manager for the deployment of FCCR customer risk rating solution and the negative information filtering (NNI) platform.
- **Automation Projects:**
  API Management Platform: 2023 Participated in the design, development, and integration of APIs into the platform to connect to different business applications using WSO2 API Manager.
  Employer Business Agreements: 2023 Participated in the implementation of a workflow that automated the employers business agreements process using IBM BAW (Business Automation Workflow) in an agile setting.
  Amplitude Up - RPA MT103: 2022 Implemented an MT103 Swifts Checking & Validation Robot in the Core Banking System using Uipath & Restful APIs.

UIB - Groupe Societe Generale
Tunis, Tunisia

SOFTWARE QA ANALYST & LEVEL 2 IT SUPPORT SPECIALIST
Feb. 2021 - Jan. 2022

- Developed and executed test plans, test cases, and test scripts to ensure software quality using Testlink
- Identified, recorded, and tracked software defects, ensuring they were properly documented and resolved using Jira & Mantis
- Performed functional, regression, and integration testing to validate software functionality.
- Collaborated with Level 1 support and other IT teams to resolve complex technical issues.
- **Business Projects:**
  Omnichannel - Retail Banking Application: 2021 Conducted the functional testing phase of the retail banking application migration to a scalable platform and automated some of the test processes using Selenium & Appium.
  SIRON AML - Adaptive Case Manager : 2021 Acted as project manager for the deployment of Adaptive Case Management (ACM), a Workflow for handling SIRON alerts: This process concerns the handling of SIRON alerts currently sent to the Network Managers using the messaging system in order to obtain the necessary justifications on suspicious transactions carried out by the customers.
  Carthago Forex : 2021 Participated in the test of the technical upgrade of Megara Forex to Carthago Forex, the foreign exchange and money market operations management platform.

UIB - Groupe Societe Generale   *Tunis, Tunisia*

IT APPLICATION MANAGER & SOFTWARE QA ANALYST   *Aug. 2018 - Feb. 2021*

- Administered the Core Banking and other business applications.
- Acted as a liaison between IT support teams and the rest of the bank departments.
- Cooperated with other IT support teams in order to provide timely reactions to incidents while prioritizing effectively.
- Performed user access management, including account creation, modification, and termination.
- Documented and maintained accurate records of support activities, including issue resolution and escalation processes.
- Listened actively to users in order to ensure adequate functional support for the Core Banking and the rest of the business applications.
- Prepared and executed user acceptance test plans, test scenarios, and managed the issues reporting and resolution processes.
- Participated in testing several business applications before their deployment to production environment.
- Business Projects:
  EBanka - Retail Online On-boarding: 2020   Responsible for testing Ebanka, the online banking on-boarding platform for retail customers.
  Omnichannel - Retail Banking Application: 2020   Responsible for testing and deploying IBM Trusteer package inside the retail application, this update provides an additional security layer inside the application which enables the detection and blocking of malware-infected devices during transaction execution, outdated OS versions for clients, and rooted/jailbroken devices (Root and Jailbreak are privilege escalation techniques for Android/iOS) .
  Amplitude Up Migration : 2019   Participated in the migration and the test of the Core Banking System Amplitude from V9 to V11.
- Automation Projects:
  OCRE PRO - ACP: 2018   Participated in the test of ACP PRO , a loan origination system in the guise of a workflow to automate the process of granting professional loans.

Skills

Testing	Selenium, Appium, Jmeter, Postman, SoapUI
Tools	Alteryx, Power BI, Qliksense, UIPath
Frameworks	Spring, Spring Boot
Programming	JAVA, J2EE, Node.js, Python, C#, PLSQL/TSQL
Languages	English, French, Arabic

Internships

UIB - Groupe Societe Generale   *Tunis, Tunisia*

MASTER DEGREE END OF STUDY INTERNSHIP   *Jan. 2022 - Oct. 2022*

- Implemented a machine learning and NLP based chatbot using Rasa Framework.
- Streamlined the support processes by automating responses and providing instant solutions to common customer inquiries.
- Gained hands-on experience in developing and deploying ML and NLP-based chatbot solutions in the banking domain.

Education

Virtual University of Tunis   *Tunis, Tunisia*

PROFESSIONAL MSc IN BUSINESS ANALYTICS & DATA SCIENCE   *Sept. 2019 - July. 2022*

Higher Institute of Management of Tunis   *Tunis, Tunisia*

B.S. IN BUSINESS COMPUTING   *Sept. 2015 - July. 2018*

Extracurricular Activity

AC Tunisia Debate Club   *Tunis, Tunisia*

MEMBER   *2016*

- Promoted civic engagement and awareness among members.
- Encouraged open-mindedness and respect for different perspectives and engagement in constructive and respectful debates, while valuing diverse opinions and ideals.

Microsoft ISG   *Tunis,Tunisia*

MEMBER   *2015 - 2016*

- Gained practical experience by working on projects and assignments involving Microsoft technologies such as Azure, Office 365, Xamarin and Visual Studio.
- Acquired and enhanced skills in languages like C#, .NET, and SQL.
- Developed a better understanding of the Microsoft ecosystem, including knowledge of different product offerings