# HAZEM JBALI

+216 52136745 ◇ jeb.hazem@gmail.com

Ariana, Tunisia, 2080

https://hazem-jbali.netlify.app/ ◇ http://linkedin.com/in/hazem-jbali/

## WORK EXPERIENCE

**Ubisoft**  July 2024 - Jan 2025
*Technical Support Engineer - Full Time*  *Utrecht, Netherland*

- Conducted comprehensive risk assessments to ensure GDPR compliance, while designing and developing custom internal CRM tools tailored to meet specific business requirements.
- Ensured adherence to SLAs by maintaining accurate case documentation and performing timely follow-ups to resolve technical issues.
- Analyzed players feedback to pinpoint issues and drive enhancements in the products and overall gaming experience.

**Hitech Solutions**  Feb 2023 - Nov 2023
*Cloud Engineer - Contractor (Full Time)*  *Lisbon, Portugal*

- Managed the Startup IT infrastructure via AWS cloud (EC2, Load Balancing, Lambda, GuardDuty) with a zero-trust security model
- Implemented enterprise-grade EPP and MDM solutions for the company's IT environment.
- Designed and deployed a custom AI-powered investigation plugin via Amazon Rekognition and Amazon Textract within the EPP system to ensure strict compliance with NDA policies.

**Ste Com Prod**  July 2020 - Jan 2023
*Software Engineer Team Lead - Contractor (Part Time)*  *Ariana, Tunisia*

- Spearheaded the development of interactive single-page applications (SPAs) as a team lead, managing developer workflows, training junior engineers in DevOps practices, and performing QA.
- Led modernization of 10+ legacy projects by refactoring into Python Flask and NodeJS backends and redesigning frontends with React and Angular, implementing scalable architectures and DevOps pipelines to boost performance and TTM.
- Conducted regression testing in virtual environments, reducing post-launch issues by 87%.

**Ministry of Social Affairs Tunisa**  June 2021 - August 2021
*CyberSecurity Engineer - Intern*  *Tunis, Tunisia*

- Built a Python/PHP plugin within the ministry's IT infrastructure to detect 0-day vulnerabilities in real time using NVD logs, with automated threat intelligence through SQL-driven analysis.

**Topnet**  Feb 2019 - May 2019
*CyberSecurity Consultant - Intern*  *Tunis, Tunisia*

- Established a secure VPN tunnel between the head office and agencies, while implementing a ModSecurity firewall that eliminated SQL injection vulnerabilities and reduced XSS attacks by 75%.

## SKILLS

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|---|---|
| **Languages** | English (Full proficiency), French (Native), Arabic (Native), German (A2). |
| **Programming** | Python, JavaScript, C, C++, Go, PHP. |
| **Databases** | MySQL, PostgreSQL, MongoDB (NoSQL). |
| **Frameworks** | Angular, React, Vue, Flutter, Bootstrap, Figma, Django, Node, TensorFlow. |
| **Tools** | Shell, Git, Docker, Kubernetes, CI/CD, DevOps, Jenkins, VSCode, Teams, JIRA. |
| **Cloud & Network** | AWS, Azure, Palo Alto, Envoy, Wireshark, Pfsense, SolwarWinds, GNS3, Ansible. |
| **OS** | MAC OS, Linux, Windows, Chrome OS. |

## EDUCATION

**Higher Institute of Computer Science El Manar, Ariana, Tunisia**            2019 - 2023
*National Engineering Degree in Development of Communication Infrastructures and Services.*
*Graduated with the highest honors.*
<u>*Relevant courses:*</u> *Machine Learning, AI, Big Data, Data Science, Cloud Computing, Virtualization, Advanced Cybersecurity, Ethical Hacking, DevSecops, IoT, Software Engineering, Networking and CCNA, Web and Mobile Development, Software Testing and QA, Advanced Social Media Analysis.*

**Higher Institute of Computer Science El Manar, Ariana, Tunisia**            2016 - 2019
*Bachelor of Engineering in Computer Science.*
<u>*Relevant courses:*</u> *Data Structures & Algorithms, DBMS, OOP, Networks infrastructure and Penetration Testing, Unix Systems, Maths, Magnetoelectrical Science, Algebra and Statistics, Wave Propagation.*

## CERTIFICATES

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|---|---|
| *IBM Blockchain Certificate* | *Feb - 2023* |
| *CCNA: Enterprise Networking, Security, and Automation* | *Jan - 2023* |
| *CISCO Cybersecurity Essentials* | *Nov - 2022* |
| *Advanced Python Programming* | *Jan - 2021* |

## PROJECTS

**Finance Dashboard – Spendwise**            November 2024 - Present

· Created a full-stack web/mobile app using Flask and SQLAlchemy to track expenses/earnings with currency conversion, spending analytics, and automated data versioning via Git. Includes user authentication and Google charts. ***Python, Flask, SQLAlchemy, Bootstrap, Git, AWS(EC2)***.

**Logistic Python Automated Bot – SupplyChain**            September 2022 - December 2022

· Created a Python-based system using predictive analytics to optimize stock replenishment, reducing stockouts by 25% and excess inventory by 30%. ***Python, Pandas, NumPy***.

**Security Bot for Exploit Detection – CyberGuard**            April 2021 - September 2021

· Developed a security bot using web scraping and machine learning to instantly alert administrators to new exploits, including 0-day vulnerabilities from the NVD. Reduced Mean Time to Detect (MTTD) vulnerabilities by 40%, significantly enhancing cybersecurity defenses. ***Python, BeautifulSoup, Scikit-learn***.

## LEADERSHIP & INVOLVEMENT

**Events Organizer – IEEE**            September 2020 - Juin 2021

· enhancing member participation and promoting networking opportunities within the engineering community.

**Workshops Organizer & Instructor – ISI Geeks**            September 2016 - Juin 2020

· Organized and instructed workshops on development and Japanese culture, fostering creativity and enhancing gaming development skills among members.

## HONORS AND AWARDS

**ISI 2018 Enterprise Award**
*ISI Enterprise Award commends an individual's outstanding networking and organizational prowess in the startup community, driving growth and collaboration between leading startups and the host university.*