

# Jamaal Bernabe

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## PROFESSIONAL SUMMARY

Data Analyst and Software Developer with a strong foundation in Python automation, API integration, and data analytics. Proven experience building performance dashboards, optimizing data ingestion pipelines, and implementing structured logging to improve system visibility. Highly skilled in translating complex operational data into actionable insights for stakeholders. Eager to apply expertise in cloud fundamentals (Azure/AWS) and scripting to support monitoring solutions.

## EXPERIENCE

### Software Developer, Aficio AI – USA

Feb 2024 – June 2024

- Built observability dashboards to visualize system performance metrics, enabling stakeholders to identify bottlenecks and improve operational health
- Developed Python scripts to automate data ingestion from 100+ unstructured sources, optimizing data throughput by 19%
- Reduced query latency by 25% by integrating ML components into analytics workflows, directly enhancing application performance
- Collaborated with engineering teams to document operational procedures and ensure reproducible, well-monitored codebases

### Software Automation Tester, Ministry of Children, Community, & Social Services – Toronto, ON Aug 2022 – Aug 2023

- Enhanced system observability by developing scripts for structured logging and data validation, improving traceability across test pipelines
- Designed and executed automated validation scripts (Python) against REST APIs, effectively functioning as synthetic monitoring to detect service anomalies
- Participated in root-cause analysis of software defects, documenting findings and collaborating with developers to resolve integration issues

### System Support Officer, Tribunals Ontario – Toronto, ON

Jan 2022 – Apr 2022

- Created analytics dashboards to track the status of 1,000+ assets, providing senior leadership with clear visibility into operational resources
- Automated data workflows to reduce manual toil, identifying patterns that led to \$100,000 in asset recovery

### Quality Assurance Technician, Griffith Foods – Toronto, ON

Jan 2021 – Aug 2021

- Conducted detailed data investigations and validation to ensure regulatory compliance, supporting root-cause analysis for non-conformance events
- Maintained technical documentation and operational standards in a fast-paced production environment

## SKILLS

- **Automation & Scripting:** Python (Advanced), PowerShell/Bash (Basic), REST APIs, JSON, Data Ingestion Workflows, CI/CD Pipelines
- **Observability & Monitoring:** Dashboard Creation, Structured Logging, Performance Metrics, Root Cause Analysis, Data Visualization, Synthetic Monitoring (via Automated Tests)
- **Cloud & Infrastructure:** Azure, AWS, Docker, Linux, SQL, Application Performance Monitoring (APM) Concepts

## EDUCATION

Software Engineering Technology Diploma – Centennial College

May 2024

Biotechnology Diploma – Centennial College

Aug 2020

BSc, Biochemistry & Molecular Biology – University of Toronto

May 2018