

# Kaoutar El Azzab

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**Software Engineer** with strong experience in backend development, cloud migration, and automation. Delivered impactful projects in both corporate and freelance settings, including migrating legacy Java systems to the cloud using Kubernetes, Docker, and YAML pipelines, and designing fullstack applications with React/Node.js. Skilled in Python, Java, and C++, with hands-on experience in databases (PostgreSQL, MySQL, MongoDB) and observability through Elasticsearch dashboards. Known for delivering reliable, scalable solutions under tight deadlines and for a strong customer-first mindset gained through 4 years at Vidéotron. Bilingual in English and French, adaptable, and passionate about shaping scalable systems that make technology work for people.

## Experience

MAY 2025 – AUGUST 2025

**Software Developer Intern | Société Générale | Montreal, Quebec**

- Created Elasticsearch queries and dashboards to monitor system performance and track user behavior, enabling data-driven insights and proactive issue identification (Kibana/KQL).
- Migrated a critical legacy Java system (C1 reporting tool for a bank) from physical servers to the cloud. Updated and cleaned code, containerized with Docker, and deployed via Kubernetes with custom YAML scripts. Adapted pods to run on strict schedules aligned with Paris business hours. Delivered zero production downtime under a fixed summer deadline.

JANUARY 2021 – PRESENT

**Technical Support Specialist | Vidéotron | Monreal, Quebec**

- Provided real-time technical support and troubleshooting for software installations and connectivity issues, achieving a 95% client satisfaction rate.
- Used ticketing systems to document support requests and escalations, streamlining issue resolution and improving service delivery. Collaborated with product development teams to resolve complex technical challenges, contributing to system enhancements and ensuring optimal performance and customer satisfaction.

JANUARY 2020 – NOVEMBER 2020

**Software Developer | Premicesoft | Dollard-des-Ormeaux, Quebec**

- Designed and released an Android app for truck drivers to scan NFC, punch in/out, and track snow removal shifts. Integrated live map tracking, adhering to UML standards and applying OOP principles and the Observer design pattern to improve user experience. Successfully deployed and adopted in production.
- Debugged and optimized ASP.NET/C# applications, enhancing functionality and reliability through OOP and design patterns. Collaborated with team members to deliver scalable, maintainable software solutions under tight deadlines, utilizing OOP principles, and API services. Leveraged JavaScript for front-end integration to ensure seamless user interaction and responsiveness.

## Skills

- Programming Languages: Proficient in Java, C++, C#, and Python
- DevOps Tools: Practical experience with Docker, Kubernetes, YAML scripting, and GitHub
- Networking: Strong understanding of TCP/IP, HTTP, and routing protocols
- Monitoring: Elasticsearch – Kibana, Matomo, Grafana, Logstash, Beats
- Databases: Skilled in SQL (PostgreSQL, MySQL, Oracle) and NoSQL (MongoDB, Neo4j)
- Web Development: Experienced with React/Redux, Node.js, and NestJS
- Mobile Development: Knowledge of Java/Android application development
- Methodologies: Hands-on experience with Agile and Scrum for efficient team collaboration
- Core Skills: Strong problem-solving, critical thinking, and communication abilities

## Education

SEPT 2022 – MAY 2026

**Bachelor of Software engineering | Concordia University | Montreal, Qc**

Member of WIE (Woman In Engineering association)

JAN 2018 – MAR 2020

**DEC of Computer Sciences | Teccart Institute | Montreal, Qc**

## Projects and Certifications

- **Take & Fly:** Built and deployed a delivery management platform replacing a manual WhatsApp workflow. Increased efficiency by 40% by designing backend services for scheduling, delivery tracking, and client notifications. Received strong stakeholder feedback and a repeat business request.
- **Hackathon Participation:**
  - **ConUHacks and DevPost hackathons:** Gained experience in rapid prototyping and teamwork.
  - **Lichess API Integration:** Implemented a relational PostgreSQL schema for chess data, then migrated to MongoDB to evaluate trade-offs between SQL and NoSQL performance. Developed backend functionality in Python for querying and analysis.
- **Warzone Game:** Applied Strategy, Observer, and Adapter design patterns to develop a console-based strategy game. Focused on maintainability, modularity, and design trade-offs.
- **Certifications:** Microsoft Azure Fundamentals (AZ-900) • Security, Compliance and Identity Fundamentals (SC-900) • AI Azure Fundamentals (AI-900)

## Activities

Literature • Environmental conservation • Martial Arts • Travel