Toufik Rabahie

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SUMMARY OF SKILLS AND QUALIFICATIONS

Programming | • Python • JAVA • SQL • HTML • PHP • JavaScript • CSS

Applications | • Azure DevOps • Eclipse • IntelliJ • SAP • PyCharm • Jupyter Notebook • MySQL Workbench • GitHub • Microsoft Office • JIRA

WORK EXPERIENCE

Senior Software Analyst   April 2022 -Present

TELUS Health, Montreal, QC

- Help with the planning, execution, and verification of work related to pension plan administration.
- Analyze and interpret pension plans rules and applicable registrations.
- Provide training for new hired team members.
- Designing and maintaining test automation frameworks and scripts to improve efficiency and reduce manual testing efforts.

Software Analyst   Jul 2021 - April 2022

TELUS Health, Montreal, QC

- Communicate with Functional Leads, Business Analysts, Solution Designers or Developers to have a clear understanding of the service scope.
- Contribute to root cause analysis related to requests for changes to software or internal processes.
- Perform regular follow-ups with the different support teams involved in root cause analysis and functional support to make sure the service level agreements are respected.
- Perform unit testing and validate regression testing results related to software updates.
- Build manual test scripts by identifying expected results and corresponding test data for execution.
- Provide direct support for general and functional questions to end users in the efficient administration of pension plans with the use of Telus Health software.

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Certification and Quality Assurance Tester (Google Stadia)   May 2019 - Sep 2019
Keywords Studios, Montreal, QC

- Report any error codes that may pop up and report bugs in a tracking software (JIRA).
- Responsible for writing detailed reports of the initial appearance of a bug.
- Keep detailed logs of test cases, monitor active issues, and maintain the reporting database.

Sales Representative   May 2018 - Sep 2018
Alorica (RBC Bank campaign), Montreal, QC

- Sales Agent in RBC bank sales department (life insurance).

Customer Service Representative   Oct 2016 - Apr 2017
Teleperformance (Apple campaign), Montreal, QC

- Help Apple customers with technical issues.
- Handle IOS software problems.

PROJECTS

Concordia University, Montreal, QC   2017 - 2021

- Artificial intelligence X Puzzle Solver, Naive Bayes Fact Checking (Python)
- Data base (SQL, PHP)
- Shopping website (Python, JavaScript, HTML, CSS, Documentation)
- Battlefield game (JAVA)
- Library Tracking System (JAVA)
- Procurement, Production, Fulfillment, and Accounting processes (SAP)

Keywords Studios, Montreal, QC   2019

- Google Stadia gaming service (JIRA)

CERTIFICATES

Certified Associate Project Manager (CAPM)   2023-10
Project Management Institute**,** Montreal

Professional Scrum Master I (PSM I)   2023-08
Scrum Organization, Montreal

Databases and SQL for Data Science by IBM   2019
Coursera Organization, Montreal

Python for Everybody by University of Michigan   2020 - 2021
Udemy.com, Montreal

EDUCATION

Bachelor of Computer Science, Information System   2017 - 2021
Concordia University, Montreal, QC
- Relevant Courses: Object-Oriented Programming (JAVA), Artificial intelligence (Python), Data Structures and Algorithms, Databases (SQL), Operating Systems, Web programing (HTML, JavaScript, CSS, PHP), Principles of Programing (Prolog, Lisp, Ruby, C), Data Analytics (Python), Business Technology Management (SAP), Production and Operation Management, Financial and Managerial Accounting, Finance, Marketing, E-Business.

Bachelor of Economics, Business Administration and Marketing   2011 - 2016
(Évaluation comparative des études effectuées hors du Québec)
Tishreen University, Latakia, Syria
- Relevant Courses: Marketing, Accounting, Microeconomics, Macroeconomics, Finance, Marketing.

VOLUNTEER WORK

Assistant   2011 - 2016
Greek Orthodox Church, Latakia, Syria
- Taking care of children with needs.
- Member of organizational staff in the Church.

LANGUAGES

- English Spoken & Written Fluent
- French Spoken & Written Beginner
- Arabic Mother tongue