



mamraoui@smartcodex.com



+33 7 81 13 96 03



http://resume.moez.pro



France



Moez AMRAOUI

Senior AI Consultant



MBA

PMP®

ITIL® 4

ISO 27001

TOGAF®

Data Enthusiast, I am a Senior Consultant with more than **17 years of experience** in **IT development**.

I hold a **Master's of Engineering** (Software Engineer) and a **Master's in Business Administration** at "ESG Paris" (**Bigdata speciality**).

I am also certified in **PMP®**, **TOGAF®**, **ISO/IEC 27001**, **ITIL® 4** and **Tableau® Desktop Specialist**.

Skills

• Project management

Team management

Communication & reporting

Problem solving

Conflict management

Motivation

Mind mapping

Root cause analysis

Gap analysis

Scrum

Waterfall (PMI)

Jira/Confluence

Azure Devops

• Datascience and RPA

SQL/R/Python

Web scraping & Regex

Generative AI/LLM

Machine learning

Data analysis

IBM Watson

Make (ex Integromat)

Dataviz/Tableau/Dataiku

GDPR

Work experience

General Directorate of Public Finances and Ministry of National Education and Youth (France) | AI Project Manager

Since April 2023

IT/AI consultant.

Tools & technologies: Mistral AI • LLM Albert • ChatGPT • IBM Watson • Terraform • Ansible • Docker • Elasticsearch • Grafana • Python • AI Software (Chatbot and Smart Search Engine) • Nubo (French State Cloud)

GrandVision | Data Manager

January 2022 - March 2023

For MVP/Pilot then Go-live, develop and deploy for the BeNeLux (Belgium/ Netherlands/Luxembourg) a new retail application for optical products and services initially developed by the French branch of GrandVision (EssilorLuxottica group).

My responsibilities and tasks:

- ▶ Design and set up new processes for Master Data Management: translation process, Lens catalog update
- ▶ Manage the development team (12 persons): assign tasks, involve team members in the estimating process, check frequently the resource calendar and remind team members to notify as soon as possible their upcoming holidays or absence, keep the team informed about the project constraints and objectives, all key decisions, where the project is headed...
- ▶ Manage stakeholder engagement: create stakeholder register and keep it up-to-date, produce and send project status report to the upper management, gather feedbacks, formally (e.g. by email...) or informally (e.g. during a lunch or break...) from stakeholders to improve the communication...
- ▶ Manage the project schedule: create the work breakdown structure of the project, assign activities to developers, plan tasks, generate GANT diagram, update the schedule during the build

• Marketing

Digital Marketing

Mix Marketing

Strategic Marketing

Tools (SWOT, 4P...)

• DevOps & Cloud

Git/Gitlab

Ansible

Jenkins

AWS

• Coding

Python

PHP

Java

Javascript

Shell scripting

PyCharm

Jupyter notebook

RMarkdown

• Languages

English

French

Arabic

- ▶ Monitor the project progress, track data management activities; analyze the team's performance and try to improve it by implementing a corrective actions (e.g. if there is a significant variance between the planned work and the actual work)
- ▶ Design tools for Master Data Management (GUI, REST API)
- ▶ Control quality: check the product before delivery to the customer, improve the quality and duration of tests by developing Python scripts to automate REST API tests
- ▶ Produce documentation: for each deliverable (code, process, architecture...), write a documentation and draw a lot of diagrams

Tools & technologies: Microsoft Project • Azure DevOps • Microsoft SQL Server
• Microsoft Excel • Git • Python • C# • SSIS

Bouygues Telecom | After-Sales Service Technical Manager

May 2015 - October 2021

IT consultant.

My responsibilities and tasks:

- ▶ Managed critical web application migration from On-Premise to AWS Cloud (up to 20 people and 18 months of work): organized the kick-off meeting; defined the scope; estimated the cost and the delivery timeline; got approval from architects, security team and cloud team; generated and validated the backlog with the team; managed the project execution using JIRA; sent weekly project status reports to the upper management; held daily meetings with the team members; defined the roll-out strategy; provided post go-live support...
- ▶ Represented Bouygues Telecom within the Interop'Fibre group (after-sales service domain) which produces the functional and technical specifications of the application protocols used by telecommunications companies in France,
- ▶ Managed and developed project team: hired new resources; shared best practices with the young recruits; involved team members in the estimating process; kept the team informed about the project constraints, objectives and global status; congratulate team members for each success or good achievement; took lunches or coffee breaks with team members; organized football matches...
- ▶ Gathered requirements, assessed impact, studied technical feasibility, identified needed resources, estimated cost, designed code, developed schedule, communicated with all relevant stakeholders,
- ▶ Monitored project progress, tracked activities, managed meetings,
- ▶ Assigned bugs to developers and tracked their resolution,
- ▶ Controlled the quality (code and documentation): level 2 code review (level 1 is a machine check); validated the technical design before coding; checked the code quality KPI and ask developers to improve them (e.g. unit test coverage not less than 80%, no slow queries, no deprecated functions...); controlled the security constraints (e.g. no clear password in the code, check all input data, always use https protocol instead of http one...); for each delivery, checked if the documentation was up-to-date...

- ▶ Managed the level 3 support: as lead of Level 3 support, I dispatched the new incidents between the team members according to their availability and experience; I supervised the progress of incident resolution with respect to SLA compliance; sometimes, I have provided the Level 2 support team with workarounds if the longer-term resolution requires much more time to develop; I participated in crisis meetings following critical incidents to define a common action plan...

Tools & technologies: Git • Gitlab • PHP • J2EE • Spring Boot • PhpStorm • IntelliJ IDEA • SQL • PostgreSQL • Oracle • Jenkins • Ansible • JIRA • Confluence • AWS • Elasticsearch/Kibana • Dynatrace • Scrum • Kanban • Lucidchart • Mindmeister • Instagantt

Buwa | CEO

2013 - 2016

Customers included major digital marketing/social gaming French company (Mediastay), e-Learning platform (Supadom) and a French leader in the real estate marketing (Medicis Patrimoine).

- ▶ Managed human resources: hiring; payroll; motivation (e.g. offered a bonus for some events like Eid al-Adha or the end of the year; improve the workplace environment: nice office decoration with light pleasant colours and art on the walls, fitted kitchenette, 2 wide screens for each developer, comfortable chair...), career path management (e.g. held regular one to one meetings); conflict management, negotiation (e.g. salary)...
- ▶ Managed the development team: training; projects assignment; included team members in the estimating process; congratulated employees for each success or good achievement; took lunches or coffee breaks with employees...
- ▶ Interacted with the clients, developed relationship, provided quotes (estimation, negotiation...)
- ▶ Managed projects: defined the scope; developed the schedule, estimated costs and determined the budget, communicated with the customer and the team members, controlled the product quality (tested deliverables myself), checked resources calendar regularly, evaluated risks (e.g. availability of resources, cash flow issue...)
- ▶ Lead developer: CMS integration and custom web development (e.g. as Wordpress expert, I designed and developed custom plugins..), architect (e.g. I designed the application architecture for Medicis Patrimoine based on Symfony framework...), designer (I designed technical solutions to meet the business needs of our customers), code reviewer...

Tools & technologies: Git • Jenkins • PHP • Wordpress • Trello • Linux • PhpStorm • Lucidchart • Mindmeister • SQL • MySQL • Nginx • Shell Scripting • Scrum

Mediastay | Lead web developer

2009 - 2013

Permanent contract in this Startup.

- ▶ Designed and developed several features for Gamespassport (6M members – 400K daily unique players) – 1st social gaming web platform in France
- ▶ Gathered business requirements and analyzed their technical impacts,
- ▶ Tested deliverables,

- ▶ Generated documentation,
- ▶ Trained business team to use home-made products,
- ▶ Plugged several affiliate platforms (Zanox, DirectTrack, netaffiliation...) to MdsMatch (Mediastay's monetization platform),
- ▶ Set up payment methods like Paypal, Moneybookers, Allopass, PaymentWall
- ▶ Technical support

Tools & technologies: Linux • Windows • Eclipse PDT • SVN • PHP5 • Twig • PDO • PL/SQL • MySQL • Scrum • Mantis • Trello

Datavance | Software engineer
2007 - 2008

Consultant for Orange (leader Telecom company in France) :

- ▶ Developed fraud control modules for cell phone PrePaid orders,
- ▶ Redesigned authentication system used by the Orange employees to access to there Intranet,
- ▶ Set up loyalty e-Store for Orange customers,
- ▶ Optimized search engine on the Orange website in order to increase its visibility and commercial use (top results, autocompletion, blacklist...)

Tools & technologies: Windows XP • RedHat 7.2 • PHP5 • Oracle 10g • MySQL • SVN • SQL • XML • XSLT • CSS • XHTML • Shell Scripting • Eclipse PDT • Web Services (NuSOAP) • Adobe Photoshop CS3 • Mantis

E d u c a t i o n

MBA Bigdata - Chief Data Officer (Valedictorian) | ESG Executive Education
Paris, France • October 2019 - November 2020

Data Science:

- Big Data Architecture
- Data mining
- Machine learning
- Artificial Intelligence
- Data visualization
- Data Protection
- Data Quality

Marketing:

- Digital Marketing
- Multi-channel CRM
- Webanalytics
- Digital humanities
- Ethics and algorithms

Methodology & technique:

- Big data project management
- Data governance
- Data mining with R
- SQL
- Python

University degree - Bigdata Analyst | IUT Paris Descartes
Paris, France • January 2019 - June 2019

- Massive data storage (architectures & data access, Hadoop, R/RStudio...)
- Real time business intelligence (R & MongoDB, data mining, Data Stream Processing and Analytics...)
- Complex data mining (Text mining, CART, Random forest, time series, expert aggregation...)
- Web and social network mining (dataviz, graph analysis, SBM...)
- Data quality, security and confidentiality (data quality, GDPR, anonymization...)

Master of Engineering (Software engineer) | INSAT
Tunis, Tunisia • September 2002 - June 2007

Master the methods of analysis and management of IT projects as well as the languages and tools of software development.

Training

Python Data analysis and ML

Skills4All® | January 2025

RPA with Make, ChatGPT & Mistral

Skills4All® | January 2025

AWS Architecture

Global Knowledge® | July 2021

Acting classes for leaders

Public speaking, Leadership & Team Building

Cours Florent® | 2019 - 2020

Certifications

TOGAF® 9 Certified | The Open Group

November 2022

Tableau® Desktop Specialist | Tableau

December 2021

Information Security Foundation - ISO/IEC 27001 | Exin

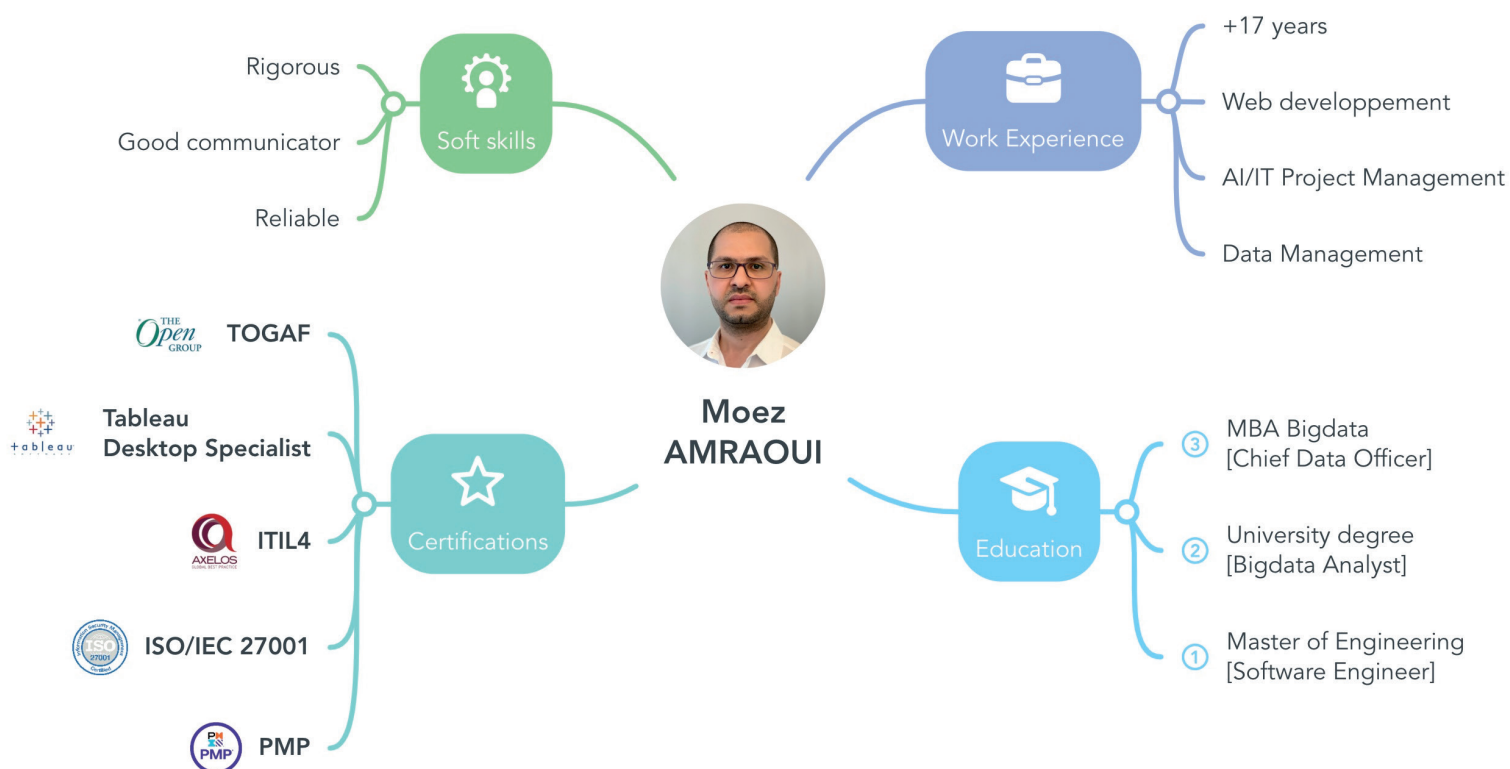
October 2021

ITIL® Foundation Certificate in IT Service Management - Edition 4 | Axelos

October 2021

Project Management Professional - PMP® | PMI

July 2021



REFERENCES *

Fatima EL YOUSFI

IT Manager - Bouygues Telecom - Meudon

Olivier JARRAR

Head of Artificial Intelligence Programs - MBA ESG - Paris

Severine PINTO

Sr Software Development Manager - Amazon - Seattle

(*) References available upon request