

Samah Ben Ghars

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ABOUT ME

Tech enthusiast with a background in Business Intelligence, currently working as a Software Engineer while pursuing an engineering degree through evening studies. Passionate about continuous learning, problem-solving, and eager to grow through new challenges and experiences.

WORK EXPERIENCE

Software Engineer

Feb. 2025 – Present

SOFABI

on-site

- Led the migration from Odoo 16.4 to Odoo 18, ensuring data integrity and business continuity.
- Deployed a new ERP system tailored to the company's operational requirements.
- Improved and optimized existing Odoo ERP modules to enhance performance, stability, and user experience.
- Designed and developed new custom modules to extend the ERP's functionality based on business needs.
- Managed on-premise and virtual server infrastructures (Windows Server 2012, Contabo, VMware) ensuring system reliability and uptime.
- Administered and maintained databases on PostgreSQL, ensuring high availability, data security, and optimal performance.

Customer Service Executive

Sept. 2023 – Feb. 2025

Aramex

on-site

- Installed and configured the Aramex CTS software, provided client training, and ensured seamless troubleshooting of user issues.
- Acted as a key liaison between partners and various company departments to facilitate smooth operations.
- Created reports using Excel and VBA.
- Conducted client prospecting in Arabic, French, and English, expanding the company's customer base.
- Managed multi-channel client communication via email, chat, and phone, ensuring high-quality customer service and satisfaction.

Internship in Business Intelligence

Feb. 2023 – May. 2023

BLAT

on-site

- Implemented an automated business intelligence solution for monitoring the MyBIAT banking application.
- Technologies: Apache Airflow, Python, Postgres, Docker, Power BI, Azure Cloud.
- Azure (Ubuntu Virtual Machine): Cloud environment where Apache Airflow, Docker, and Postgres were installed, enabling scalable resource management and optimized performance for data processing.
- Windows 10 (Local): Local development environment where Power BI is used for data visualization, enabling in-depth analysis and understanding of information stored in the data warehouse. Additionally, DBeaver is utilized for efficient database management and manipulation.
- SSH: Secure protocol used to access the virtual machine, allowing remote management and configuration.

EDUCATION

Private Higher School of Engineering and Technology (ESPRIT)

2023-Present

Engineering Degree (Cloud Computing)

Ariana, Tunisia

Faculty of Economic Sciences and Management of Tunis El-Manar

2020-2023

Bachelor's Degree (Business Intelligence)

Tunis, Tunisia

PROJECTS

DevBridge – Academic Project Management Platform

- **Technologies used:** MEAN stack (MongoDB, Express.js, Angular, Node.js), Firebase (Authentication & Database), Git/GitHub, Cloudinary, Visual Studio Code, Mistral AI (local Ollama), Gemini.
- **Description:** Academic collaborative platform for managing project lifecycle, skill-based team formation, task tracking, resource sharing, AI-powered project evaluation, and chatbot assistance.

E-Commerce Application

- **Technologies used:** WordPress, PHP 8.2, MySQL, OVH Web Hosting Service
- **Description:** Developed and deployed an e-commerce website for a company specializing in nail products, hosted on an Ubuntu server via OVH. Website: royaume-des-ongles.com

Tunisian Cooking Learning Application

- **Technologies used:** Java & JavaFX for the desktop application, Symfony & Angular for the web application, and MySQL as the shared database.
- **Description:** This project, completed as part of the final year project at ESPRIT, allows users to learn how to cook Tunisian recipes through both a desktop application and a web platform.

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** CCNA (on Progress), Python (on Progress), Docker, Microsoft Security Essentials
- **Skills** *Communication, Networks, Systems, Troubleshooting, Angular, Express, Symfony, REST API, GraphQL API, ETL, Apache Airflow, Docker, Pack tracer*
- **Systems:** *GNU/Linux, Windows*
- **Programming Languages :** *Java, Python, JavaScript, PHP*
- **Data Base:** *PostgreSQL, MySQL, MongoDB*
- **Version Control and Hosting:** *Git and GitHub*

LANGUAGES

French: Professional beginner	English: Intermediate	Arabic: Fluent	Italian:
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ORGANIZATIONS

IEEE FST – Member	Enactus FSEGT – Member
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INTERESTS

<i>Technology</i>	<i>Sports</i>	<i>Outdoor Activities</i>	<i>Cycling</i>
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