

BEN AMOR

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SPECIALIZED INFORMATION TECHNOLOGY ANALYST

PROFESSIONAL PROFILE

Information Technology professional with more than two years of experience analyzing business and technical requirements, developing digital solutions, supporting complex systems, and improving operational workflows. Experienced in digital transformation, artificial intelligence, cybersecurity, systems architecture, cloud infrastructure, process optimization, quality assurance, and production support. Proven ability to collaborate with stakeholders, translate operational needs into secure technology solutions, troubleshoot incidents, document processes, and support information resources in educational and business environments.

CORE COMPETENCIES

- IT systems analysis and digital transformation
- Business requirements and process modeling
- Cybersecurity, incident analysis, and risk mitigation
- Quality assurance and change control
- Stakeholder consultation and operational support
- Project coordination and implementation
- Artificial intelligence and machine learning
- Systems and infrastructure architecture
- Technology evaluation and proofs of concept
- Technical documentation and user enablement

PROFESSIONAL EXPERIENCE

HULOTECH - INSTITUSLMS

Gatineau, QC | Mar 2026 - Jul 2026

Full-Stack Developer / IT Systems Analyst

- Analyzed operational and educational requirements and translated them into end-to-end course-management workflows using Next.js, React, TypeScript, PHP, MySQL, and REST APIs.
- Supported four digital learning formats - video, PDF, quiz, and Web3D - by designing configurable forms, validation rules, upload processes, and content-management controls.
- Improved system quality and reliability by implementing change detection, publication safeguards, upload recovery, authentication controls, and create-versus-update workflows.
- Implemented learner-progress monitoring across courses, modules, videos, quizzes, and interactive activities, improving visibility into platform usage and completion.
- Strengthened security and infrastructure by implementing JWT authentication, secure cookies, AWS S3 signed URLs, Cloudflare Zero Trust, Docker, Nginx, Linux, and protected API access.
- Contributed to an AI-assisted proof of concept for generating structured courses, lessons, quizzes, and multilingual educational content; produced technical workflows, diagrams, and implementation documentation.

ISGA

Montreal, QC | Nov 2024 - Mar 2026

Web Developer / Digital Solutions Analyst

- Improved system efficiency by 25% by analyzing requirements and developing AI-driven web applications using Next.js and Sanity CMS.
- Reduced page-load times by 40% by evaluating application performance and implementing server-side rendering, code optimization, and Core Web Vitals improvements.
- Increased engagement for more than 1,000 users by developing and integrating new digital services into existing platforms.
- Reduced content-update time by 30% by analyzing and optimizing Sanity CMS publishing and content-management processes.
- Reduced application errors by 40% and supported 99.9% availability by diagnosing production incidents, implementing mitigation solutions, and performing quality control before deployment.
- Collaborated with stakeholders to identify business needs, evaluate technical options, and deliver maintainable solutions while monitoring technology developments and recommending improvements.

UNIVERSITY OF QUEBEC IN OUTAOUAIS

Gatineau, QC | Jan 2024 - Aug 2024

Cybersecurity Researcher - Intrusion Detection Systems

- Detected more than 2,000 intrusion attempts by deploying and administering a Modern Honey Network honeypot with Elasticsearch on Ubuntu Linux.
- Identified more than 30 real-time DDoS attacks by configuring Suricata and analyzing over 10 GB of network traffic.
- Achieved 90% threat-classification accuracy by designing and training a Convolutional Neural Network for intrusion detection.
- Conducted preventive security monitoring, analyzed incidents, established technical diagnoses, and evaluated mitigation methods based on cybersecurity best practices.
- Documented research methods, system architecture, testing results, findings, and recommendations for future improvements.

EDUCATION

University of Quebec in Outaouais
Master of Science and Technology

Gatineau, QC | 2024

TECHNICAL SKILLS

Systems Analysis & Delivery: Requirements gathering, business analysis, process modeling, project coordination, quality assurance, change control, incident management, technical documentation

Artificial Intelligence & Data: Python, TensorFlow, PyTorch, Keras, Scikit-learn, CNNs, AI-assisted content generation, data analysis

Cybersecurity: Suricata, Modern Honey Network, Elasticsearch, SIEM concepts, network traffic analysis, threat detection, vulnerability monitoring, access control

Cloud & Infrastructure: AWS S3, Cloudflare Zero Trust, Cloudflare Tunnel, Linux, Nginx, Docker, Docker Compose, Kubernetes, container networking

Development: JavaScript, TypeScript, PHP, Python, Java, C, SQL, React.js, Next.js, Node.js, Express.js, REST APIs, JWT, MySQL, PostgreSQL, MongoDB, SQLite

Process Modeling & Tools: UML, draw.io, Figma, Adobe XD, Git, GitHub, GitLab, GitHub Actions, Visual Studio Code, IntelliJ IDEA, Jupyter Notebook

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Certified Kubernetes Application Developer - In Progress
- Full-Stack JavaScript Certificate in React.js and Node.js - 2021