RALPH ELHAGE

BUSINESS ANALYST | SOFTWARE ENG.

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in @Ralph Elhage

ralphdev.com

SKILLS

Programming Languages	[Java – Python – JavaScript – TypeScript – C++ – SQL]
Tools & Frameworks	[Git – HTML – CSS – React.js – Express.js – Postman – MongoDB – Firebase – Figma – UML – VSCode – IntelliJ – Eclipse – Office365]
Operating Systems (+ CLIs)	[Windows – Linux – MacOS]

HIGHER EDUCATION

Bachelor of Engineering   2021 - 2025
Software Engineering   *Concordia University - Montreal*

WORK

Technical Business Analyst   2024 - Current
Prismical Inc.   *Montreal*

- Spearheaded **requirements gathering** for **3** patient-facing and professional-facing medical data apps (web & mobile), partnering with PMs to **refine onboarding UX**, cutting patient drop-off during sign-up by 25%.
- **Synthesized feedback** from 100+ medical professionals and **analyzed usage data from beta users** to **identify UX bottlenecks**, resulting in a 22% increase in portal engagement over 3 months.
- **Authored** detailed **BRDs/user stories** for 30+ product iterations, accelerating feature rollout time by 31%.

✓ **Tech Stack:** Python – SQL – TypeScript – React – Git – Figma – PowerShell – Linux – UML – Office365

Software Developer   2023 - 2024
National Research Council of Canada (NRC)   *Montreal*

- **Python** development of **drone traffic management system (RTM)** following **Agile** Scrum methodology.
- Implemented **back-end** services **server**-side for clients to use in a **distributed system** environment.
- Optimized the performance of RTM for **real-time applications** and **live data streams**.

✓ **Tech Stack:** Python – RPyC – Git – PowerShell – Office365

Software Developer Intern   2022
Al-Majd   *Montreal - Dubai*

- **Python** & **JavaScript** development following **Agile** scrum methodology, XP pair programming with senior software developer with 15+ years of experience.
- Worked on **server/client** communications in **cryptocurrency trading systems** following the **HTTP** protocol, utilizing **npm modules** such as **Express.js** & testing **RESTful APIs** using **Postman**.
- Tested software for bugs and **algorithmic efficiency**, fixing bugs and documenting processes.

✓ **Tech Stack:** JavaScript – Python – Node.js – Express.js – Postman – MongoDB – HTML/CSS – React.js – Git – PowerShell – Office365

Information Technology Consultant

<div align="right">2021 - 2022</div>

CGI Inc.

<div align="right">Montreal</div>

- **Solved 1000+ software issues** of any of 16 000+ employees over 8 months period.
- Utilized ServiceNow **ticketing system** to **document 2500+ computer issues** and assign them to resolution.
- Assisted with the **training** process of onboarding employees.

✓ **Tech Stack:** ServiceNow – PowerShell– JavaScript – HTML – CSS – Office365

PERSONAL PROJECTS *(See ralphdev.com for full list, code, & details)*

Software Procurement System *Full-Stack Web Application*

GitHub-Repo

- Created as a better alternative to CGI's current setup; implementing my custom take on a software request and approval system, allowing employees to place requests for acquiring software and their managers approving/denying such requests.
- Explores **RESTful APIs**, **HTTP**, **server-client** architecture, **data structures** & **algorithms**, **NoSQL databases**, **authentication** & **authorization**…

✓ **Tech Stack:** HTML – CSS – JS – Node.js – Express.js – MongoDB

PC Arcade Games *Full-Stack Web Application*

URL & GitHub-Repo

- Single page website containing classic PC games such as Pong, Snake, TicTacToe…
- Demonstrates understanding of the **DOM**, where Game **UI**s are dynamically generated respectively to **ES standards**, all in **OOP** fashion.

✓ **Tech Stack:** HTML – CSS – JS

Moshified.com Clone *Front-End Website*

URL & GitHub-Repo

- Faithful replication of the modern corporate website Moshified.com.
- Illustrates mastery of **web development fundamentals** (HTML/CSS), **conventional structure** and **practices**, such as Object-Oriented CSS.

✓ **Tech Stack:** HTML – CSS – JS

CLOSING OVERVIEW

Hi! Based out of Montreal, Canada, I'm a business analyst with 8+ years of full-stack software engineering experience.

My programming toolbox spans diverse technologies, including Java, Python, JavaScript, TypeScript, and C++, with experience with both SQL and NoSQL databases across multiple software development roles.

Driven by curiosity and care, I aim to create tech that not only works, but works for people, deepening customer trust along the way.

I take pride in my willingness to learn and my ability to innovate, exemplified by my ever-growing number of personal projects, as well as professional assignments in high-tech environments.

Proficiency in English, French, and Arabic – all written and spoken – further complements my professional profile.