

# GHANEM BOURIBA

AI Enablement & Workflow Automation | Banking Operations | Project Management  
Montreal, QC | Bouribag@gmail.com | 438-923-5092 | linkedin.com/in/bouribag  
*Authorized to work in Canada*

## PROFESSIONAL SUMMARY

---

Operations and project management professional with a sharp focus on practical AI adoption. Hands-on experience building and deploying workflow automation systems, validating AI use cases across real business processes, and translating technical capabilities into actionable, training-friendly patterns for non-technical users. Currently a Customer Service Officer at TD Canada Trust, where AI-assisted workflows have measurably improved personal output quality and speed. Recognized internally for prompt engineering work through a Commercial Banking Mid-Market Copilot contest win.

## CORE SKILLS

---

**AI Enablement:** workflow automation, agentic AI systems, use-case validation, no-code/low-code concepts, business process mapping, AI adoption patterns

**Operations & Delivery:** project management, stakeholder coordination, backlog prioritization, customer service, documentation, training

**Tools:** Microsoft Copilot, GPT, Claude, Kimi, Ollama/local AI models, Figma, HTML, CSS, browser automation

**Languages:** English, French, Arabic (fluent); Spanish (intermediate); Mandarin (learning)

## PROFESSIONAL EXPERIENCE

---

### Customer Service Officer | TD Canada Trust

Montreal, QC | May 2025 - Present

*Permanent, full-time - Commercial Mid-Market banking*

- Handle 80+ daily client interactions covering account services, compliance, and privacy requirements, consistently meeting accuracy and quality standards.
- Engineered a reusable Microsoft Copilot prompt for weekly work reporting and next-action planning, winning a Commercial Banking Mid-Market internal prompt contest - the prompt was subsequently shared across the team.
- Apply AI-assisted productivity practices (summarization, drafting, task triage) to reduce administrative overhead and maintain consistent follow-up quality.
- Translate complex banking procedures into plain-language guidance for clients and colleagues, applying a process-improvement mindset to reduce friction in recurring service interactions.

### Resource Officer | Compass Group Canada

Montreal, QC | Jan 2024 - May 2025

*Deliberate bridge role taken upon arriving in Canada to build local work experience while pursuing AI and PM certifications*

- Coordinated daily operational resources in a fast-paced service environment, demonstrating reliability, communication discipline, and adaptability under pressure.
- Developed Canadian workplace experience and maintained consistent performance standards while independently building AI workflow systems outside of working hours.

### Project Manager / Facilities Manager / Field Supervisor | Sonatrach

Ouargla, Algeria | Jun 2019 - Feb 2023

*Progressed through three roles across a 3.5-year tenure at Algeria's national oil company*

- Served as Project Manager (~2.5 years): led planning, execution, and stakeholder communication across cross-functional teams; managed scope, scheduling, risk awareness, and structured progress reporting.

- Served as Facilities Manager (~1 year): oversaw maintenance coordination, vendor management, and operational continuity for field infrastructure.
- Began as Field Supervisor: translated technical and operational plans into clear daily guidance for on-site teams.

### **Freelance Graphic Designer** | JPAR Magnolia Real Estate

*Remote - South Carolina, USA | 2019 - 2023*

- Designed visual assets and marketing materials supporting brand consistency for a real estate business; managed client expectations, revisions, and delivery timelines independently.

## **AI PROJECTS & PORTFOLIO**

---

### **EON - Personal AI Assistant Ecosystem** | Independent Project

*2026 - Present*

- Designed and deployed a multi-model AI assistant system that automates job research, document generation, task execution, reminders, and application preparation - reducing manual effort on research-and-drafting workflows by an estimated 40-60%.
- Configured and tested GPT, Claude, Kimi, and Ollama/local models with fallback strategies, matching task complexity to the right model and cost tier.
- Documented use cases, requirements, failure modes, and repeatable adoption patterns in structured formats similar to product requirement documents (PRDs) - designed to be actionable for both technical and non-technical audiences.
- Maintained safe execution boundaries: private data separated from demo workflows, human approval required before any external action is triggered.

### **Other Builds**

- AI Builders Club (aibuildersclub.ca) - community initiative sharing practical AI workflows, automation patterns, and real-world adoption guides with builders and enthusiasts.
- Mini Gym Tracker / Mini Gym AI - mobile-first fitness tracking product built to practice full deployment workflows: product design, AI integration, and launch process.

## **EDUCATION & CERTIFICATIONS**

---

### **Master's Degree in Project Management** - National School of Management, Algeria

*Equivalency confirmed: WES and MIFI Quebec (Canadian Master's level)*

- PMP Certification - actively preparing; focused on project planning, stakeholder management, risk, scope, scheduling, and governance.