

GAEL BLAIR-MBALA

IT Professional | Data Systems, Automation & Cloud Infrastructure

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SUMMARY

IT professional (B.S. Information Technology, Business Intelligence concentration, UMass Boston, May 2026) who builds and operates real systems end to end rather than just designing them on paper. Comfortable with Docker, Kubernetes, and CI/CD; has integrated services through REST APIs, OAuth, and the Model Context Protocol (MCP); and has personally diagnosed and recovered a production data-loss incident on an app I built and still run. Roughly three years of experience across technical, financial operations, and product roles, with a genuine interest in data platforms, streaming infrastructure, and applied AI/ML systems.

EXPERIENCE

Product Manager Intern, Disent Technologies Spring 2026 – Present

- Diagnosed a critical client-facing production issue by analyzing usage data and session logs; partnered with engineering to scope, validate, and ship a fix, improving operational stability by 60%.
- Authored detailed product requirements and technical documentation, translating ambiguous business needs into clear, well-documented specifications for cross-functional teams.

Legislative IT Intern, Massachusetts State House Summer 2025

- Automated manual intake workflows using Excel and PowerShell, cutting processing time by 30%, and analyzed 10+ infrastructure gaps, presenting findings to legislators to inform policy proposals.

Customer Support Specialist, Blueprint Technologies May 2022 – Jun 2023

- Delivered frontline technical support for a consumer gaming console product through a tiered-ticketing system, consistently recognized by customers and teammates for clear communication under pressure.

Administrative Assistant, BDO Feb 2021 – Mar 2022

- Delivered and tracked 5,000+ vendor and client contract documents via DocuSign for CPA teams, including 1,520 documents in a 15-day window during peak tax season, preparing audit-ready financial statements in a regulated environment.

Magazine Editor, Tacoma Community College Sep 2017 – Mar 2018

- Edited, composed, and proofread submissions for Una Voce, Tacoma Community College's student magazine, helping shape written and visual content for the 2018 edition from initial drafts through final publication.

PROJECTS & APPLIED TECHNICAL WORK

Job Ingestion & Matching Pipeline, Personal Project Spring 2026

- Built a multi-source ETL pipeline that ingests job postings from 4–5 external APIs, applies AI-powered classification and a quantum optimization algorithm (QAOA) on real IBM Quantum hardware to rank results, containerized with Docker/Kubernetes with CI via GitHub Actions. Still live and maintained today.
- Diagnosed and fixed a data-integrity bug where hybrid and remote postings were being misreported by a third-party API, enforcing downstream validation to keep filtering accurate.

Real-Time Kafka Streaming Pipeline, Personal Project Summer 2026

- Designed and containerized an end-to-end Kafka pipeline (Docker Compose) — broker, producer, Kafka Streams aggregator, consumer, plus a Databricks service streaming five Kafka topics into Delta tables, backed by 38 unit tests and CI validation.

RentWise, Full-Stack Consumer Analytics Platform, rent-wise.live Spring 2026

- System administration: diagnosed and resolved a production data-loss incident after a PM2-to-Docker migration mounted an empty volume over the app's live SQLite database; restored full data from the intact host-side file with zero permanent loss.
- Designed the GA4 measurement plan and event taxonomy from launch, and built the underlying SQL schema and dashboards used to track platform health.

SKILLS

Systems & Infrastructure: Docker, Kubernetes, CI/CD, Apache Kafka, Databricks, REST & OAuth API integration, MCP, Git, AWS RDS/Snowflake/Azure

Data Engineering & Analytics: SQL, Python (pandas, NumPy, scikit-learn), Power BI, Tableau, GA4, cohort/attribution analysis

Documentation & Quality: technical/audit-ready documentation, data validation, confidential and regulated-data handling

Collaboration & Delivery: requirements gathering, cross-functional coordination, Jira, Confluence (Atlassian), Linear, Agile/Scrum

EDUCATION

University of Massachusetts Boston May 2026

B.S., Information Technology, Business Intelligence Concentration. Relevant coursework: Advanced Coding for Analytics, Database Systems.