

# Kush Morjaria

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## EDUCATION

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*Bachelor of Computer Science – York university, Toronto ON*

**Sept. 2023 – Apr. 2027**

## WORK EXPERIENCE

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**Technical Systems Analyst Co-op, RBC, (Toronto, ON)**

**May. 2025 – Dec - 2025**

- Spearheaded the creation of dynamic, real-time dashboards using Grafana and Docker, empowering teams with instant access to critical insights.
- Developed and optimized conversational AI agents with LangChain and the OpenAI API, seamlessly integrating them via FastAPI and Node.js to elevate user experiences..
- Revolutionized record-retrieval workflows in MongoDB by implementing advanced query tuning and intelligent caching, dramatically accelerating system responsiveness.

**Information Technology Assistant, York University (Toronto, ON)**

**Sept. 2024 – April 2025**

- Provide tech support to faculty and staff, assisting with desktop setup, laptop configuration, VPN connectivity, 2FA setup, re-imaging laptops and desktops and repurposing equipment.
- Respond quickly to technical issues and email requests, offering effective solutions and meeting SLAs.
- Train users on eLearning platforms and support software upgrades and new deployments to ensure smooth operations.
- Applied problem-solving skills to identify and resolve technical challenges efficiently

**Sales Associate, Occhiali Eyewear/Dumonde Eyecare (Vaughan, ON)**

**Dec. 2023 - Present**

- Provided personalized and consultative customer service in a high-end optical store.
- Maintained an upscale store ambiance while building client loyalty and enhancing satisfaction through trend analysis and personalized service.
- Demonstrated in-depth knowledge of frame styles, lens technologies and fashion trends to guide clients in optimal eyewear selections.

## PROJECTS

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**AI Chatbot Platform**

- Led full-stack development with a React (TypeScript) frontend and Node.js backend, orchestrating seamless user flows and robust CRM integrations.
- Integrated Grafana to deliver real-time analytics dashboards, visualizing ticket volumes, user engagement, and system performance for actionable insights.
- Containerized the application with Docker and established CI/CD pipelines to ensure reliable, scalable deployments and streamlined maintenance.

**Expense Tracker (Docker, Grafana, Postgres)**

- Developed an expense tracker with **Postgres** database and **Grafana** dashboards.
- Enabled reporting and detailed monthly analysis of spending across categories like food, utilities, shopping, and bills, providing actionable insights for financial planning and optimization.
- Utilized data-driven insights to identify areas of overspending and optimize budget allocation.

**Retail Store Database Management System (Java, SQL, MySQL)**

- Streamlined inventory and sales tracking using **java** and **MySQL**.
- Improved data reporting for operational efficiency and profitability analysis.
- Designed data management systems to minimize errors and improve decision-making processes.

**Marketing Plan for Nothing Ear (A)**

- Designed a comprehensive marketing strategy, focusing on segmentation, targeting and positioning.
- Proposed innovative marketing mix strategies to boost product awareness and drive sales.
- Analyzed competitor positioning and market trends to deliver actionable recommendations.

**TECHNICAL SKILLS AND ABILITIES**

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- Languages & Frameworks: Java, Python, TypeScript, React, FastAPI, Node.js
- AI & ML: OpenAI API (GPT-4), LangChain, prompt engineering
- Databases & Tools: MySQL, Postgres, MongoDB, Docker, Grafana, Splunk, HubSpot API, CI/CD pipelines
- Networking & Scripting: TCP/IP, DNS, DHCP, SSL/TLS, Bash scripting
- Languages: English (fluent), Portuguese, Hindi, Gujarati