

Ram Chopra

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SUMMARY

Resourceful and adaptable **AI and computing student** with experience in both technical IT support and customer-facing operations. Hands-on with **Generative AI, LLMs, RAG pipelines** and backend development (Python, FastAPI, LangChain, FAISS), contributing to agile product development. Complemented by experience as a **Store Associate** at Shell Gas (inventory management, cash handling, system reporting, customer service). Known for problem solving, teamwork, and working effectively in technical and front-line environments.

WORK EXPERIENCE

AI Intern — Mirakalous Technology LTD., Oshawa, ON May 2025 – Aug 2025

- Conducted R&D in **Generative AI**, including prompt engineering and LLM fine-tuning.
- Designed and maintained **RAG** (Retrieval-Augmented Generation) pipelines using LangChain and FAISS.
- Collaborated with senior engineers to prototype and deploy **LLM-based microservices** within Agile sprints.
- Integrated **FastAPI** backends and external APIs into product workflows, enhancing efficiency.
- Used **Cursor IDE** and **GitHub Copilot Enterprise (GHCP)** for AI-assisted development and pair programming.

Store Associate — Shell Gas Station, Oshawa, ON Oct 2024 – Present

- Managed **inventory** both digitally (system tools/reports) and physically (stock checks, shelf organisation, replenishment).
- Handled cash register operations including **POS transactions** and **cash balancing**, ensuring accurate daily reconciliation.
- Delivered **customer service** by assisting customers, resolving concerns, and maintaining a positive in-store experience.
- **Generated and analysed system reports** to monitor sales, track inventory trends, and support management decisions.

EDUCATION

Bachelor of Science in Artificial Intelligence, Durham College, Oshawa, ON 2024 – 2028

GPA: 3.9; Honour Roll (1st semester)

SKILLS

Technical	Python, FastAPI, LangChain, FAISS, LLMs, RAG, Git/GitHub, API integration, Agile
Operational	Inventory management, POS operations, Cash handling & reconciliation, System reporting, Customer service
Languages	English (Native/Bilingual), Hindi (Native/Bilingual), Punjabi (Native/Bilingual)