

Ravjot Duhra

Software Engineer | Technical Support Specialist

duhrravjot@gmail.com | [GitHub](#) | [Portfolio](#) | [LinkedIn](#)

PROFILE SUMMARY

Full-Stack Software Engineer with expertise in software development and IT Analyst operations, providing infrastructure management and technical support to end users. Skilled in leveraging AI technologies to streamline workflows and deliver impactful business solutions efficiently. Experienced with Agile methodologies, iterative development, team collaboration, and adaptive problem-solving to create innovative, user-centric software solutions.

EDUCATION

Kwantlen Polytechnic University / Bachelor of Technology	Graduating 2025
Amazon Skill Builder Certification / AWS Cloud Practitioner Essentials	February 2025
Nvidia Certification / AI For All: From Basics to GenAI Practice	January 2025
Coursera Certification / Meta Professional Backend Developer [+8]	September 2024

WORK EXPERIENCE

Braintrust Outliers – AI Software Engineer October 2024 – Present

- Improved AI model accuracy by reviewing and refining outputs using Reinforcement Learning with Human Feedback (RLHF), leading to better alignment with human preferences.
- Enhanced API quality by prompt-engineering and validating large language models (LLMs), optimizing JSON file formatting for seamless integration.

Stallion Group Security – Freelance Software Developer January 2024 – September 2024

- Engineered and launched a full stack commercial website using ReactJS and TypeScript, delivering an optimized user experience for client engagement.
- Increased client sales by 50% by implementing TikTok ad integration and defining target audiences in British Columbia via a digital marketing strategy.

Microserve – Service Desk Analyst Co-op December 2022 – September 2023

- Delivered high-quality Tier-1 technical support by resolving end-user issues efficiently via ticketing systems from a range of small to large enterprises.
- Maintained smooth client operations by managing enterprise IT infrastructure, including Active Directory, Group Policy Objects, M365 Administration, and Azure.
- Conducted software installations, updates, and patch management across enterprise systems while ensuring security compliance.
- Provided remote and on-site support for troubleshooting, configuration, and repairs for end-user devices.
- Streamlined onboarding processes by automating PowerShell scripts and Batch scripts, reducing manual setup time by 40%.
- Documented support resolutions to streamline issue resolution for future cases.

Club16 Trevor Linden Fitness – Sales Representative August 2018 - December 2022

- Delivered exceptional customer service by consistently selling 20+ memberships monthly and meeting monthly quotas.
- Trained and mentored new employees, enhancing team collaboration and productivity, resulting in a 15% improvement in overall sales performance.

PROJECTS

Full-Stack CRM | [Source Code](#) ReactJS | TypeScript | Tailwind CSS | PostgreSQL | Express.js

- Engineering a full-stack CRM platform utilizing React, TypeScript, and Express, with role-based authentication and secure data isolation, providing businesses and customers with a centralized dashboard with real-time updates and status tracking.
- Developing a lead management system featuring automated pipeline progression, task scheduling with due dates, and note-taking functionality, secured through encrypt password hashing and rate-limited API endpoints.
- Architected a scalable PostgreSQL database schema using Drizzle ORM, managing user permissions, lead statuses, and contact information.

Full-Stack Secure Vault | [Source Code](#) SpringBoot | Java | ReactJS | MongoDB | AWS S3 | AWS EFS | AWS Amplify

- Leading the development of a team startup application that services for passwords and documentation management for small to medium organizations.
- Deploying backend operations by leveraging the AWS S3 bucket. Implementing Java ORM for managing Users, Passwords, and Files, supporting both relational and non-relational databases. Ensuring robust security and reliability by end-to-end encryption using AES for passwords.

Full Stack Commercial Website | [Source Code](#) | [Website](#) ReactJS | TypeScript | Tailwind CSS | Express.js

- Designed and developed a user-friendly interface using TypeScript in ReactJS, boosting search rankings by targeting relevant security service keywords for SEO.
- Implemented client & server communication through email pointers, enabling successful form submissions with automated replies and Calendly integration for client booking purposes.

TECHNICAL SKILLS

Infrastructure: Windows, Linux, Azure, SharePoint, AD, AWS, M365 Administrator

Languages: Python, Java, JavaScript, TypeScript, SQL

Developer Tools: Git, GitHub, VSCode, Insomnia, CursorAI, Replit

Frontend: HTML, CSS, Tailwind CSS, Framer-Motion

Backend: MySQL, PostgreSQL, MongoDB, Node.js, RESTful API

Frameworks: ReactJS., Next.js, Django, Spring Boot