

# Kunj Prajapati

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## EDUCATION

**Sheridan College Institute of Technology and Advanced Learning**, Brampton, ON

December 2023

*Diploma of Software Engineering, Honors*

GPA: 3.69/4.00

Relevant Coursework: Object Oriented Programming – Java, Cloud Enabled Networks

## SKILLS

**Technical Skills:** C, Java, JavaScript, Git, Docker, Dynatrace, Splunk, Grafana, Ansible, Jenkins MySQL, MongoDB, PostgreSQL, GraphDB, AWS, Azure, Kubernetes, REST APIs, .NET, SDLC, ETL, Tableau, Jira, Confluence  
Linux, Hadoop, PowerShell, Bash, Github, Jenkins

**Languages:** English

**Certifications:** AWS Certified Cloud Practitioner, Splunk Search Optimization Certificate from Splunk, Introduction to Cybersecurity from Cisco

## EXPERIENCE

**Royal Bank of Canada**, Toronto, ON

January 2024 - Present

*Site Reliability Engineer, Mobile Banking*

- Orchestrated the seamless migration of **100+ applications** to Microsoft Azure and played a pivotal role in the strategic integration of HSBC systems into RBC's mobile banking ecosystem.
- Actively triaged and remediated high-severity production incidents using observability tools such as Dynatrace, Splunk, and Grafana, driving root cause analysis and ensuring system stability in RBC's mobile banking infrastructure.
- Ensured compliance of mobile banking infrastructure with internal security and regulatory standards and actively participated in disaster recovery (DR) exercises to validate system resilience and business continuity planning.
- Collaborated closely with service developers, front-end engineers, and project teams to deliver critical mobile banking features, gaining deep end-to-end knowledge of application architecture and deployment pipelines.

**Royal Bank of Canada**, Toronto, ON

January 2023 – August 2023

*Site Reliability Engineer, Mobile Banking (Co – op)*

- Innovatively developed a Slack app while collaborating with cross-functional teams, orchestrating multiple system integrations using a tech stack featuring Bolt SDK, Slack, REST, and Python Flask, resulting in a remarkable **15–20 minutes** reduction in incident response times across the organization.
- Designing and developing multiple Grafana dashboards, harnessing the power of data visualization and analytics to significantly enhance observability across the system. Through strategic configuration and customization, key stakeholders provided comprehensive insights and real-time monitoring capabilities, driving informed decision-making, and optimizing overall operational performance.
- Implementing automated API testing, leveraging advanced scripting and configuration techniques to ensure seamless integration and robust validation of API endpoints, resulting in enhanced efficiency, reliability, and quality assurance.

**Hamilton Health Sciences**, Hamilton, ON

April 2022 – July 2023

*Tech Support*

- Delivered comprehensive instruction to diverse user groups, elucidating nuanced aspects such as secure log-in procedures, intuitive system navigation, and meticulous data entry protocols. My guidance fostered a heightened level of user proficiency.

- Actively contributed valuable insights and recommendations, bolstering ongoing initiatives focused on enhancing user proficiency with the EHR system. These contributions played a pivotal role in streamlining workflows and optimizing healthcare delivery.
- Initiated tickets as a bridge between end-users and software teams, ensuring seamless communication and efficient resolution of technical issues.

## **PROJECTS**

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### **Event Booking System**

January 2022

- Constructed a Fully functioning POS system with many functionalities such as giving users the ability to choose categories, add products, choose the currency to pay, and see the cart. Completed project by using Java for back-end programming and JavaFX for the GUI portion of the projects. Implemented file I/O system to store and show the data entered by the user once the user requested to see the cart and proceed to the bill while working in a team.

## **LEADERSHIP & COMMUNITY INVOLVEMENT**

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### **Sheridan College Institute of Technology and Advanced Learning, Brampton, ON**

December 2021 – April 2022

#### *Peer Mentor*

- Hosted orientation sessions with 250+ students to help them cope with the transition to virtual learning
- Scheduled one-on-one meetings with students in need of help using Cisco Webex and Microsoft Teams and maintain effective relationships with peers.
- Planned, organized, and managed virtual social events such as “Gaming Night”, “Friends Trivia Night”, “Breakfast Cook-Along”

### **Royal Bank of Canada, Toronto, ON**

January 2023 –April 2023

#### *Technology & Enterprise Operations Team Community Lead*

- A trusted advisor and ambassador for the Technology and Operations (T&O) Student Program.
- Facilitated a peer network for T&O students through regular huddles, check-ins, and collaboration with program leaders to foster community, enhance communication, and build leadership skills.