

# Rajan Dhaliwal

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## EXPERIENCE

### Software Engineer

Infor

Toronto, ON

Apr. 2024 – Present

- Designed and delivered a **scalable REST API** microservice in **Kotlin/Spring Boot** with **PostgreSQL/Oracle** databases and **AWS S3** storage to enable secure cross-tenant workflow sharing for **100+ enterprise clients** in Infor's WFM suite, **reducing customer onboarding time by 20%**.
- Led **SEV1 incident response** for a payroll outage affecting **400,000+ end users**; diagnosed nested SQL bottlenecks with client DBAs, implemented optimized Java caching logic and validated fixes with custom Python scripts, delivering a **98% performance improvement**.
- Developed MCP server integrations for an **Amazon Bedrock**-powered AI knowledge platform, enabling natural-language queries across **Confluence, Jira, Sumo Logic**, and codebases via Amazon Q in IntelliJ; **accelerated SEV1–SEV3 incident triage for 20+ development teams**.
- Modernized deployment infrastructure by migrating **50+ legacy SVN repositories** to a **GitLab/Kubernetes CI/CD pipeline**; optimized resource limits/requests to **reduce cloud spend by 35%**, enabling automated pipeline execution and branch-based environments for **100+ engineers**.
- Appointed as **Scrum Master** for senior development team alongside engineering duties, leading **Agile ceremonies** and translating complex technical work into **business stakeholder updates**; shielded other developers from interruptions and maintained project timelines.
- Improved client workflows by implementing **in-app data storage and delivery**, eliminating the need for users to leave the application to view results; developed full-stack across **Java, Angular/JSP** frontends, and **PostgreSQL/Oracle** databases.

### Undergraduate Teaching Assistant

University of Windsor

Windsor, ON

Sept. 2023 – Dec. 2023

- Mentored **100+ students** in Discrete Mathematics and Algorithm Analysis, focusing on **Asymptotic Notation (Big O), induction proofs, and predicate logic**.
- Facilitated weekly labs explaining **complex data structure implementations**, worked with students individually to work on proper algorithm proof techniques, leading to an **increase in student pass rate** on exams.

## PROJECTS

### AI Data Processing Automation Platform | *Python, Gradio, YOLOv8, trOCR*

- Partnered with University of Windsor to architect an end-to-end ML solution for automating handwritten data recognition, delivering **95%+ accuracy** and **20-minute efficiency gains** per processing cycle.
- Built and trained custom ML models using **80,000+ data points** with **PyTorch, Pandas, and Matplotlib** to optimize model performance and accuracy.
- Delivered **monthly presentations** to project supervisors and stakeholders, effectively communicating project progress and design decisions through diagrams to gather and refine requirements.
- Created **comprehensive documentation**, including user guides and technical documentation, to facilitate future development and maintenance.

## EDUCATION

### University of Windsor

Bachelor of Computer Science (Honours)

Windsor, ON

Graduation Date: December 2023

- 92.7% Major Average**

## TECHNICAL SKILLS

**Languages & Frameworks:** Java, Kotlin, Python, Spring Boot, REST APIs, Node.js, Django

**Data & Analytics:** SQL (PostgreSQL, Oracle), Python, PyTorch, Pandas, Matplotlib

**Cloud & Platform:** AWS (S3, EKS, Lambda, DynamoDB), Kubernetes, Docker, GitLab CI/CD

**Frontend:** JavaScript, Angular, React, JSP