

Ravjot Duhra

Software Engineer | IT Solutions Expert

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PROFILE SUMMARY

Versatile Software Engineer with 2+ years of expertise in full stack development and IT operations, providing infrastructure management and technical support for end users. Adept at designing and implementing both frontend and backend technologies, while experienced in Agile methodologies, team collaboration, and adaptive problem-solving to create innovative, user-centric solutions.

EDUCATION

Kwantlen Polytechnic University / Bachelor of Technology

April 2025

Amazon Skill Builder Certification / [AWS Cloud Practitioner Essentials](#) [+4]

February 2025

Coursera Certification / [Meta Professional Backend Developer](#) [+8]

September 2024

WORK EXPERIENCE

AI Software Engineer, Braintrust Outliers

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.

Freelance Software Developer, Stallion Group Security

January 2024 – September 2024

- Engineered and launched a full stack commercial website using React 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.

Service Desk Analyst Co-op, Microserve

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 SLA requirements by managing enterprise IT infrastructure, including Active Directory, Group Policy Objects, M365 Administration, and Azure, ensuring 99% system uptime.
- 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 and Batch scripts, reducing manual setup time by 40%.
- Documented support resolutions to streamline issue resolution for future cases.

Sales Representative, Club16 Trevor Linden Fitness

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](#)

React | TypeScript | Tailwind CSS | PostgreSQL | Express.js

- Engineering a SaaS-driven full-stack CRM platform using React, TypeScript, and Express. Securing role-based authentication and secure data isolation, providing businesses and customers with a centralized dashboard for 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 using Drizzle ORM, managing users and permissions, lead statuses, and contact data.

Full-Stack Secure Vault | [Source Code](#)

Spring Boot | Java | React | MySQL | 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 ORMs for managing users, passwords, and files, supporting both relational and non-relational databases. Ensuring security measures by end-to-end encryption using AES Crypto-JS library for passwords and MFA.

Full Stack Commercial Website | [Source Code](#) | [Website](#)

React | TypeScript | Tailwind CSS | Express.js

- Designed and developed a user-friendly interface using TypeScript in React, 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: Azure, SharePoint, Active Directory, AWS, M365 Administration

Languages: Python, Java, JavaScript, TypeScript, SQL

Developer Tools: Git, GitHub, VS Code, Insomnia, Cursor AI, Replit

Operating Systems: Windows, Linux, macOS, Virtual Machines

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

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

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