

# Dharm Patel

647-949-5698 | dharmpat@outlook.com | [linkedin.com/in/dharmpatel05](https://www.linkedin.com/in/dharmpatel05) | [github.com/dharm0](https://github.com/dharm0) | [dharm.me](https://dharm.me)

## EDUCATION

---

**BSc in Computer Science & Honours BBA Double-Degree | GPA: 3.8** Sep. 2023 – Apr. 2028  
*Wilfrid Laurier University | Co-op Program* Waterloo, ON

- Relevant Courses: Data Structures & Algorithms, Operating Systems, Algorithm Analysis, Databases

## EXPERIENCE

---

**Software Engineer Intern** Jan. 2026 – Present  
*Manulife* Toronto, ON

- Building an **AI powered onboarding chatbot** using **Microsoft Copilot Studio** to automate access requests, setup guidance, and common onboarding questions, reducing onboarding ramp up time for contributors by 25%.
- Implementing **FastAPI endpoints** for internal AI platforms by implementing backend business logic, request validation, and database operations, reducing invalid API requests by 35% and improving endpoint reliability.
- Developing thorough **Pytest suites** with 30 plus unit tests and validating deployed endpoints using **Postman**, reducing post deployment bugs by 40% and increasing release confidence during sprint cycles.

**Research Assistant** Sep. 2025 – Dec. 2025  
*Wilfrid Laurier University* Waterloo, ON

- Developed data pipelines in **Python** to enable **deep learning** and **LLM** research for intelligent routing and transportation systems, delivering clean, structured inputs for model experimentation
- Collected and integrated transportation data from public APIs and web sources, combining datasets stored in **PostgreSQL** and flat files to enable exploratory analysis and feature evaluation for ML workflows.
- Cleaned and validated large datasets using **Pandas** and **NumPy** through standardization, imputation, and deduplication, improving data quality for downstream machine learning and LLM experiments.

**Business Development Representative** May 2025 – Aug. 2025  
*Sentia Solutions* Richmond Hill, ON

- Achieved **45% open rates** and **12% reply rates** by targeting **1,000+ accounts** regarding cloud, cybersecurity, and infrastructure through tailored outreach campaigns using HubSpot and ZoomInfo.
- Booked **14 qualified intro meetings** by personalizing outreach to IT decision-makers, focusing on common infrastructure challenges and emerging technology trends across cloud, security, and network performance.
- Gained technical sales experience by joining **20+ client discovery calls**, learning how cloud, cybersecurity, and virtualization solutions were positioned to address real business problems.

**Software Engineer Intern** Jan. 2024 – Apr. 2024  
*Riipen* Toronto, ON

- Delivered 3 web apps using **HTML**, **CSS**, and **JavaScript** with responsive UI and backend integration.
- Improved page load time by 30% by optimizing **SQL** queries and **MySQL** indexes on high-traffic pages.
- Built a dashboard using JavaScript and **Chart.js** monitoring **API latency**, cutting manual checks by 40%.

## PROJECTS

---

**HawkLifts** | *React, Node.js, Express, MongoDB, OpenAI API*

- Developed a full-stack fitness platform that displays real-time gym occupancy, helping students optimize workout times while supporting workout logging, nutrition tracking, and progress photo uploads.
- Built the front end in **React** and implemented **RESTful APIs** with **Node.js** and **Express** to handle user check-ins, workout data, and media uploads, with **MongoDB** for data storage.

## CERTIFICATIONS

---

**AZ-900 – Microsoft Azure Fundamentals**

- Learned core cloud and Azure concepts across service and deployment models.

## TECHNICAL SKILLS

---

**Languages:** Java, Python, SQL, C, C++, C#, VBA, TypeScript, JavaScript, HTML, CSS, R

**Libraries & Frameworks:** React, Node.js, Pandas, Spring Boot, Flask, Express, FastAPI, Tailwind, Next.js

**Developer Tools:** Git, Docker, Unix/Linux, AWS, Azure, Tableau, Power BI, Jira, Confluence, Postman