

# Jonathan Dorfman

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## EDUCATION

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### Carleton University

Ottawa, ON

*Bachelor of Computer Science: Cybersecurity Stream (10.19/12 CGPA)*

*Sep 2021 – Dec 2026*

**Relevant Coursework:** OOP, Data Structures, Algorithms, Operating Systems

## EXPERIENCE

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### Software Engineer, Co-op

Jan 2025 – Present

*CGI*

*Ottawa, ON*

- Designed, developed, delivered and provided ongoing support for a critical full-stack payment processing application for a key Government of Canada service using Java (Spring Boot), JavaScript, HTML, and CSS
- Managed application deployment lifecycle on AWS, collaborating with cloud infrastructure teams and utilizing AWS CodeCommit for Git version control
- Developed an autonomous AI agent using OpenAI's Agents SDK during an internal hackathon, enabling end-to-end support ticket resolution and streamlining customer support workflows
- Architected and deployed automation tools written in Python to streamline business reports, reducing operational costs while achieving data accuracy
- Designed and implemented a centralized automation dashboard using Django, consolidating multiple tools for improved operational efficiency

### Business Intelligence & Operations Co-op

Sep 2023 – Dec. 2023

*Royal Canadian Mint*

*Ottawa, ON*

- Led business intelligence initiatives through Python-based automation tools, processing 62,000+ data points reducing manual operations time
- Developed and presented operational improvement strategies through blockchain technology research and distribution system analysis
- Optimized operational processes through automated data collection and analysis, enhancing system efficiency
- Actively contributed to weekly strategy meetings, providing data-driven insights
- Collaborated cross-functionally to deliver strategic projects, ensuring timely delivery and meeting project deadlines

### Owner and Developer

June 2020 – July 2022

*LeagueKingdom*

*Toronto, ON*

- Developed and maintained an online game account marketplace site using React, Express.js and MongoDB
- Set up and managed virtual machines on a server, creating custom automation scripts to streamline backend processes, enhancing operational efficiency
- Enhanced product promotion and user engagement through targeted digital marketing campaigns, resulting in a 25% increase in traffic and customer retention
- Provided customer support through live chat and email tickets

## PROJECTS

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### Auto Assistant 360 | Python, OpenAI Agent SDK, PostgreSQL

May 2025 – April 2025

- Developed an autonomous AI support agent "Auto Assistant 360" using Python and OpenAI's Agent SDK during an internal hackathon at CGI
- Engineered an end-to-end workflow automating the resolution of common support tickets received via email
- Implemented email inbox monitoring and parsing, triggering the AI agent processing pipeline based on email content
- Designed and integrated custom tools for the GPT-4o powered agent, enabling it to analyze requests, execute specific tasks, generate and send appropriate responses autonomously
- Architected the agent's logic for request classification, tool selection, task execution, and conditional response generation

## GenAI Document Q&A | *Python, LangChain, Ollama, RAG, ChromaDB*

Feb 2025 – Feb 2025

- Developed a Retrieval-Augmented Generation (RAG) system enabling natural language queries on user-uploaded PDF documents
- Implemented document loading, chunking, and vector embedding generation
- Utilized ChromaDB as a local vector store for efficient semantic retrieval of relevant document chunks based on query similarity
- Engineered prompts to guide a locally hosted LLM for context-grounded answer generation, mitigating hallucination.
- Leveraged LangChain for pipeline orchestration and built an interactive UI using Streamlit

## Portfolio Website | *React, Vite, JavaScript, JSON*

July 2024 – September 2024

- Built a responsive web page using React and Vite to showcase my resume and skills
- Set up and configured custom DNS nameservers for a registered domain
- Generated a production build using NPM and hosted on Netlify

## Azure Based Nextcloud Deployment | *Azure, Linux, Networking*

May 2024 – May 2024

- Deployed a Nextcloud server on Azure, setting up an Ubuntu VM via Azure Bastion and SSH, improving file sharing and collaboration
- Created and configured an Azure Resource Group, Virtual Network, and subnet to establish secure and scalable infrastructure, reducing cloud resource management time
- Secured the network by implementing a Network Security Group, reducing potential attack vectors
- Published IP address and set up DNS label for Nextcloud instance, enabling easy access for users across multiple locations

## League of Legends Account Creator | *Python, Selenium, Requests*

May 2021 – August 2022

- Developed a Python program with Selenium and Requests to automate game account creation
- Utilized a 3rd party API for captcha solving
- Integrated an authentication API for license key creation and sales

## CERTIFICATIONS

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### CompTIA Security+ (SY0-701)

July 2024

*Skills covered:*

- General Security Concepts, Threats, Vulnerabilities & Mitigations, Security Architecture
- Security Operations, Security Program Management & Oversight

### Google Cybersecurity

May 2024

*Skills covered:*

- Security Frameworks, Cybersecurity Tools, Network Security, Linux, SQL, Threat Analysis
- Incident Response, Python Automation, Stakeholder Communication

### ISC2 CC

May 2024

*Skills covered:*

- Security Principles, Business Continuity, Disaster Recovery & Incident Response
- Access Controls, Network Security, Security Operations

## TECHNICAL SKILLS

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- **AI/ML & Data Science:** Generative AI, LLMs, RAG, NLP, Prompt Engineering, Vector Databases (ChromaDB), Embeddings (SentenceTransformers), LangChain, Ollama, Python, Pandas, NumPy
- **Languages:** Python, Java, SQL (Postgres), JavaScript, C/C++, HTML/CSS
- **Web Frameworks & Libraries:** Spring Boot, React, Node.js, Express.js, Django, Flask, Streamlit, Selenium, Requests
- **Cloud, DevOps & Databases:** AWS (EC2, S3, CodeCommit), Azure, Git, Docker, Kubernetes, Linux, Bash, SQL (Postgres), NoSQL (MongoDB), Vector DB (ChromaDB)