

Kedaren Dorasami

BILINGUAL TECHNICAL & CUSTOMER OPERATIONS PROFESSIONAL

+1 403 404-9783 | kedaren.dorasami@gmail.com | Calgary, AB | Canadian Permanent Resident

Bilingual technology professional with experience investigating application incidents, translating operational requirements, and improving business systems.

LANGUAGES English - IELTS 7.0 | French - C1

CORE SKILLS Application Troubleshooting | Incident Investigation | Requirements Analysis | Business Applications | Process Improvement | Systems Integration | Documentation

PROFESSIONAL EXPERIENCE

Real Canadian Superstore - Calgary, AB | Jul 2026 - Present

Deli Clerk, Part-time - Overnight shift

- Complete overnight production and replenishment using shelf counts, expiry checks, production lists, ingredient staging, and product preparation.
- Follow food-safety, quality, labelling, cleaning, and sanitation procedures throughout the shift.

Independent Software Projects - Calgary, AB | Jan 2024 - Present

Independent product development

- Built [Chasely](#) to organize invoice follow-ups and reminder workflows.
- Built [PromptVault](#) for prompt versioning, structural checks, and monitoring.

Please International Network - France | Aug 2020 - Oct 2023

Programmer Analyst (employee) - Oct 2021 - Oct 2023

Independent Contractor - Aug 2020 - Sep 2021

- Investigated application incidents, identified causes, and implemented fixes.
- Translated operational requirements into delivery-platform features.
- Built a real-time sensor-data management and visualization system.

ELCA Informatique - Mauritius | Jul 2019 - Jul 2020

Software Developer

- Developed EasyGov features supporting administrative registration processing.
- Improved application stability, quality, and performance.

Uniconsults Ltd - Mauritius | Feb 2017 - Feb 2019

Programmer Analyst

- Automated HR workflows using scripts and integrations.
- Redesigned internal processes and improved data consistency across connected systems.

COMMUNITY

Platform Calgary - Calgary, AB | Jul 2026 - Present

Event Volunteer

- Support technology community events through setup, guest check-in, attendee assistance, and post-event reset.

EDUCATION

MSc, Applied Computing - Open University of Mauritius, 2023

BSc, Information Technology - University of Mauritius, 2020

Diploma, Software Development - Charles Telfair Institute, 2016