

Daivik Desai

IT Project Lead · Healthcare IT · Builder (Full-Stack + AI Automation)

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SUMMARY

Healthcare-IT project lead with 6 years inside an Ontario MSP who *also ships software*. Coordinate project delivery, procurement, and ITSM for a ~10-person team serving 180+ pharmacy and long-term-care organizations — and personally build the tools that run them: an internal ordering platform across 280+ sites, a multi-tenant SaaS product, and an AI automation platform grounded in 21,871 real tickets. Combine PM discipline (Sheridan Project Management postgrad in progress) with hands-on engineering (Python, TypeScript/Next.js, Node) and a privacy-first AI thesis (PHIPA/PIPEDA, Claude-API orchestration).

CORE SKILLS

Delivery: Project & stakeholder management · Agile/Scrum · Vendor management · Procurement lifecycle · ITSM/SLA · Risk & governance · ClickUp · Jira

Engineering: Python · TypeScript/JavaScript · Node.js/Express · React/Next.js · SQL (Postgres/SQLite) · PowerShell · REST APIs · Git · CI/CD · Playwright e2e

AI / Automation: LLM orchestration · Anthropic Claude API · Agent/prompt design · Process mining · RPA · Vector search (pgvector) · Privacy-preserving ML

Infra / Networking / Security: Windows Server · Active Directory · M365/Exchange/Graph · Meraki · Cisco CUCM · XMedius VoIP · Supabase · Vercel · RLS/least-privilege · PHIPA/PIPEDA · DPIA

EXPERIENCE

Junior Project Manager — Priye PM and Consultancy

May 2025 – Present · Remote

- Provide strategic technology oversight and project governance for SyS Creations' pharmacy IT operations at Silver Fox Pharmacy.
- Manage vendor relations and the full procurement lifecycle with key partners (PointClickCare, Synmed, Telus, Kroll, Insight, Lenovo) for service delivery and cost-efficiency.
- Designed and shipped **prie.tech**, a multi-tenant SaaS platform (Next.js 15 / Supabase / Stripe) — see Projects.

Web Designer & Junior IT Project Coordinator — SyS Creations

Jun 2022 – Nov 2025

- Coordinated IT project delivery and support operations across a **~10-person team** serving **180+ healthcare organizations** — an operation spanning **21,871 support tickets**, **~\$1.19M procurement**, and **3,465 managed assets across 147 clients**.
- **Owned procurement & invoicing operations as the #1 contributor**; ran needs analysis → vendor negotiation (Lenovo, Insight) → staged rollout for **500+ asset deployments**, cutting **annual repair costs ~10%**.
- Served as primary **L2/L3 escalation for 150+ users** at Silver Fox Pharmacy; managed the full technology lifecycle (helpdesk, hardware, networking, digital signage, onboarding/offboarding).
- Led a **\$30k, 5-site Meraki network overhaul** end-to-end (vendor selection → on-site supervision), improving security and performance.
- Engineered **PowerShell & Python** automation for server maintenance (~5 hrs/week saved); built client web portals (WordPress, Wix) and the internal **silverfox-orders** app (see Projects).

IT Support Specialist — SyS Creations

Feb 2022 – Jun 2022

- Delivered L1/L2 support across business systems, networking, M365/AD, and VoIP for LTC/retirement-home pharmacy environments; documented issues, trained users, supervised junior staff, maintained the knowledge base.

Sales Supervisor — Cell Tech for Less

Feb 2020 – Jan 2022

- Supervised sales/cashier staff, scheduling, inventory, and POS; +15% team productivity, -20% stock-outs, and a marketing campaign driving +12% foot traffic / +10% sales.

SELECTED PROJECTS

robodev — AI Observe-Learn-Automate Platform for Healthcare IT (*solo architect*)

Privacy-first platform that discovers and automates high-ROI repetitive IT work, grounded in **21,871 labeled tickets / 5 yrs** of MSP history. Mandatory on-device redaction gate (PHIPA/PIPEDA, fail-closed); hybrid AI — local models on raw PHI, **Anthropic Claude API for reasoning over redacted data only**; API-first orchestration (Microsoft Graph, ClickUp, QuickBooks) with human-in-the-loop gates and full audit log.

Python (pm4py, pgvector) · C#.NET · FastAPI · React/TypeScript

priye.tech — Multi-Tenant SaaS Financial-Planning Platform (*builder*)

Next.js 15 / React 19 / TypeScript / Supabase (Postgres RLS) / Stripe (~20K LOC). Canadian tax modeling (RRSP/TFSA/FHSA/RESP), household sharing, payments. Security-first: RLS on every table, secret-scanning CI, OAuth; 20 Playwright e2e specs.

Next.js · TypeScript · Supabase · Stripe · Playwright

silverfox-orders — Local-First Internal IT-Ordering App (*builder*)

Node/Express / SQLite (WAL) / React 19 / JWT serving **280+ pharmacy sites**. 5-tier role-based access control, order state machine, two-way ClickUp sync + SLA/at-risk automations; CI secret-scan + smoke tests.

Node.js · Express · SQLite · React · ClickUp API

EDUCATION

Sheridan College — Postgraduate Certificate, **Project Management** (online, full-time) · expected Fall 2026 (in progress)

Mohawk College — Diploma, Computer Systems Networking · 2018–2021

Sardar Patel University — BSc, Information Technology · 2015–2018