

PRASHI GUPTA

■ Brampton, Canada 747 ■ +14372179788 ■ Prashigupta52@gmail.com

■ WWW: <https://www.linkedin.com/in/prashi-gupta-11101410b/> ■

PROFESSIONAL SUMMARY

I have hands on experience in information technology support and operations, including Windows support, basic networking, system setup, and incident troubleshooting, developed through the NPower Canada Junior IT Analyst program and the Google IT Support Certificate. I also bring six years of experience working in a fast paced visual effects production environment, where as part of my day-to-day work I regularly used Windows and Linux systems, handled software setup and updates, resolved common workstation and application issues, and clearly documented errors or bugs for follow up. I am comfortable working on site, following established procedures, supporting users, and responding quickly to issues to help keep systems and operations running smoothly.

SKILLS

- Windows
- Mac OS
- Desktop and laptop setup
- Peripheral troubleshooting
- Incident troubleshooting
- Remote support
- Linux
- Microsoft Office 365
- Hardware troubleshooting
- Network connectivity support
- Ticket documentation

EXPERIENCE

SECURITY AND SUPPORT PROFESSIONAL 09/2025 to Current **Metrolinx NOC (Securiguard Services Ltd.),** Toronto, Canada

- Provided Tier-1 technical support and initial incident triage, escalating issues to IT teams as required
- Supported daily network operations ensuring uptime and incident response
- Monitored systems, troubleshoot access control and CCTV issues, and coordinated with IT and Transit Safety
- Documented incidents, outages, and security events following Metrolinx standards
- Maintained confidentiality and delivered customer-focused service
- Self-motivated, with a strong sense of personal responsibility.

TECHNICAL SUPPORT (POS & CONNECTIVITY - ON-CALL) 08/2025 to Current **Aashirwad Vegetarian Restaurant Sweets,** Brampton, ON

- I provide on call technical support for POS and online ordering systems when issues come up. I go onsite as needed to help with device setup, internet and Wi-Fi connectivity, and to troubleshoot POS or ordering system problems (Uber Eats, SkipTheDishes). My focus is on getting systems back up and running quickly so operations can continue smoothly.

UBER DRIVER 09/2016 to Current **Uber,** ON, Canada

- Provided reliable service to 7,000+ passengers, maintaining a 4.9-star rating
- Leveraged GPS and mobile systems to troubleshoot real-time navigation and optimize trip logistics
- Demonstrated accountability, punctuality, and customer-first problem-solving
- Applied Customer service, multitasking, time management, digital tools

VFX ARTIST 10/2018 to 07/2023

Film Production, Toronto, Montreal, Canada

- Worked in fast-paced production environments using tools such as Nuke, Maya, and After Effects on Windows and Linux systems
- As part of day-to-day work, handled software setup and updates and helped resolve common workstation or application issues to avoid delays
- Managed organized file and folder structures and followed version control practices required for production workflows
- Documented errors or bugs clearly and shared details with leads or support teams when issues required follow-up

EDUCATION

Junior IT Analyst Program : IT, **09/2025**

Npower Canada - Toronto, ON, Canada

15-week intensive online class training on the fundamentals of computer technology, and project management essentials. Configure device operating systems including Windows and Linux, while configuring disk partitions and filesystems. Troubleshoot and problem-solve core service and support challenges while applying best practices for documentation, change management, and scripting. Support basic IT infrastructure and networking, including DNS and DHCP, applying standard protocols with TCP/IP communications. Configure and support PC and IoT device hardware. Develop a complete understanding of the Agile project management lifecycle, key techniques and deliverables.

Postgraduate : VFX Production, **04/2017**

Humber College - Toronto, ON, Canada

Completed hands-on training in visual effects workflows, including compositing, 3D integration, and industry-standard tools like Nuke and Maya.

Bachelor's degree : VFX Production, **05/2016**

Delhi University - Delhi, IN, India

Studied visual effects fundamentals including compositing, 3D animation, motion graphics, and post-production techniques using industry tools.

LANGUAGES

English

 Full Professional

French

 Elementary

Hindi

 Native or Bilingual

PROFESSIONAL TRAINING AND CERTIFICATIONS

NPower Canada - JITA (Junior IT Analyst) Program - Completed

Google IT Support Professional Certificate - Completed Google AI Essentials - Completed

Microsoft 365 Fundamentals (MS-900) - Course with Practice Labs - Completed

CompTIA A+ Core 1 (220-1201) - Training and Practice Exams - Completed
CompTIA Network+ (N10-009) - Certification Preparation - Completed
ITIL Foundations - Learning ITIL - Completed Currently Learning:
Cisco CCNA (200-301) - Networking fundamentals, routing and switching

**COMMUNITY
SERVICE &
VOLUNTEER WORK**

Community Outreach Volunteer - Day of Action, Participated in a community awareness campaign focused on increasing voter engagement and civic participation. Supported event setup and coordination during a local rally and door-knocking initiative

REFERENCES

Aline, Chan, aline.chan@npowercanada.ca, Npower Canada

AVAILABILITY

Fully available for full time schedules, including evenings and weekends
Ready to start immediately

HOBBIES

Fitness / Sports/ Meditation