

Pramit Roy

DevOps / IT Automation / Systems Analyst Co-op Candidate | Git, Python, Linux, Deployment Validation, Networking

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SUMMARY

DevOps / IT Automation and systems-focused co-op candidate with software engineering coursework, full-stack projects, and 5+ years of IT systems experience. Brings practical strengths in troubleshooting, deployment validation, technical documentation, production support, network fundamentals, and systems reliability. Seeking Fall 2026 co-op roles in DevOps / IT Automation, systems analysis, technical analysis, or cloud-adjacent operations.

TECHNICAL SKILLS

- Systems & Automation:** Linux, Bash/Shell Scripting, CLI, Git, GitHub, Deployment Validation
- DevOps Concepts:** CI/CD Concepts, Monitoring Concepts, Runbook Documentation, Release Validation
- Networking:** VLANs, OSPF, ACLs, Cisco Packet Tracer, Network Diagnostics
- Programming/Scripting:** Python, JavaScript, SQL
- Web/Backend:** Node.js, Express, REST APIs, MongoDB
- Operations:** Incident Troubleshooting, Production Support, Escalation, Technical Documentation

PROJECTS

- Enterprise Network Design**
GitHub: github.com/proyneon-hub/enterprise-network-design
 - Designed and configured a secure multi-site enterprise network with VLAN segmentation and 802.1Q trunking.
 - Implemented OSPF routing and extended ACLs to separate Admin, IT, Guest, and Branch network traffic.
 - Validated expected connectivity and blocked traffic paths through Cisco IOS checks and documented network behavior.

Cisco Packet Tracer, VLANs, OSPF, ACLs
- IT Ticketing System**
Live: it-ticketing-system-pi.vercel.app | GitHub: github.com/proyneon-hub/it-ticketing-system
 - Built a full-stack service workflow app with ticket lifecycle logic, filtering, assignment, and persistent storage.
 - Connected application development to incident, support, troubleshooting, and service-management workflows.
 - Implemented REST API behavior and UI flows suitable for release validation and workflow automation discussions.

React, Node.js, Express, MongoDB
- Personal Portfolio**
Live: pramitroy.tech | GitHub: github.com/proyneon-hub/personal-portfolio
 - Built a lightweight static site optimized for accessibility, performance, SEO, simple deployment, and maintainability.

HTML, CSS, JavaScript

PROFESSIONAL EXPERIENCE

- IT Technician, Blum Technology, formerly CDI Technologies - Markham, ON**
May 2019 - Nov 2023
 - Performed high-volume endpoint imaging, cloning, configuration, testing, repair, and secure data wiping workflows.
 - Prepared approximately 200 devices per week and supported thousands of deployment-ready device workflows over 4+ years.
 - Resolved hardware, software, operating system, and network issues through on-site and remote L1/L2 support.
 - Configured and repaired Chromebooks for TDSB; installed Windows updates, drivers, and security patches with post-change validation checks.
 - Trained and onboarded 10-15 employees on repeatable device-preparation, troubleshooting, documentation, and escalation workflows.

May 2019 - Nov 2023
- Security Concierge, SMS Securities - Toronto, ON**
May 2024 - Present
 - Responded to incidents calmly, maintained accurate logs, followed escalation procedures, and trained 5-6 new recruits.

May 2024 - Present
- IT Support, Neon Valley Signs Ltd. - Etobicoke, ON**
Oct 2016 - Nov 2018
 - Supported hardware, printers, network devices, software applications, PC connectivity, and general IT maintenance.

Oct 2016 - Nov 2018

EDUCATION

McMaster University **Expected 2028**
B.Tech in Software Engineering | Fall 2026 Co-op Candidate

CERTIFICATION

Google IT Support Professional Certificate **Issued Oct 2024**