

PRAMIT ROY

Toronto, ON • royp15@mcmaster.ca • 416-799-4805 • github.com/proyneon-hub • pramitroy.tech

PROFESSIONAL SUMMARY

Software Engineering student and IT professional with 5+ years of experience in technical support, system administration, and endpoint deployment. Skilled in JavaScript, TypeScript, React, Node.js, Express, MongoDB, and REST API development. Experience building and deploying full-stack web applications, including an IT ticketing system. Strong background in troubleshooting hardware/software issues, supporting enterprise IT environments, and managing device lifecycles. Seeking Fall 2026 Software Engineering or IT co-op opportunity.

TECHNICAL SKILLS

Programming Languages: JavaScript, TypeScript, Python, Java, C, HTML, CSS

Frameworks & Libraries: React, Next.js, Node.js, Express, Vite

Databases: MongoDB, SQL

Tools & Platforms: Git, GitHub, Vercel, VMware ESXi, Bash, CLI

IT Support: L1/L2 Troubleshooting, Imaging, Deployment, Device Configuration

Operating Systems: Windows, Linux, macOS

Networking: TCP/IP, LAN/WAN, Network Troubleshooting

PROJECTS

IT Ticketing System | React, Node.js, Express, MongoDB

GitHub: github.com/proyneon-hub/it-ticketing-system • Live: it-ticketing-system-nine.vercel.app

- Developed a full-stack web application for IT service management and ticket tracking.
- Implemented CRUD operations, RESTful API endpoints, and MongoDB database integration.
- Built features for ticket lifecycle management, filtering, search, and priority assignment.
- Deployed application using Vercel with environment variables and production configuration.

Chess Game | Next.js, TypeScript

GitHub: github.com/proyneon-hub/Chess-Game • Live: chess-game-six-zeta.vercel.app

- Built an interactive browser-based application using TypeScript and Next.js.
- Implemented game logic, UI components, and responsive design.
- Deployed web application for production hosting using Vercel.

PROFESSIONAL EXPERIENCE

Security Concierge | SMS Securities | Toronto, ON | May 2024 – Present

- Enforced access control and monitored security systems.
- Documented incidents and maintained logs for reporting accuracy.
- Trained new staff on procedures and operations.

IT Technician | Blum Technology | Markham, ON | May 2019 – Nov 2023

- Delivered L1/L2 technical support for enterprise clients.
- Configured, imaged, and deployed hardware devices.
- Prepared approximately 200 devices weekly for deployment.
- Installed OS updates and performed maintenance.

IT Support | Neon Valley Signs Ltd. | Etobicoke, ON | Oct 2016 – Nov 2018

- Provided troubleshooting for hardware, software, and network issues.
- Diagnosed and resolved connectivity problems.

Research Assistant | Crystal Fountains | Vaughan, ON | Jan 2017 – Apr 2017

- Conducted testing, research, and documentation for prototypes.

CERTIFICATION

Google IT Support Professional Certificate (2024)

EDUCATION

Bachelor of Technology (B.Tech) in Software Engineering | McMaster University | Expected 2028

Diploma in Computer Engineering | Humber College | 2017