PRASIDDHA THAPALIYA

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PROFESSIONAL SUMMARY

CompTIA A+ and Google-certified IT Support professional with 2+ years of hands-on experience in hardware, software, and networking environments. Proven ability to diagnose and resolve complex technical issues, manage Active Directory environments, and deploy cloud infrastructure. Adept at translating technical solutions for non-technical stakeholders and committed to minimizing downtime in business-critical operations.

CORE COMPETENCIES

Operating Systems: Windows Server, Windows 10/11, Linux (Ubuntu), macOS
Networking: TCP/IP, DNS, DHCP, VLANs, Inter-VLAN Routing, Cisco Packet Tracer, SOHO Networks
Cloud & Virtualization: AWS EC2 & S3, VMware Workstation, VirtualBox, Hyper-V
Directory & Security: Active Directory, Group Policy (GPOs), Access Control, User Provisioning
Hardware: PC Assembly & Repair, Peripheral Deployment, Preventive Maintenance
Tools & Platforms: Microsoft 365, ServiceNow (ticketing concepts), Remote Desktop, CLI
Soft Skills: Technical Documentation, Client Communication, Cross-functional Collaboration

PROFESSIONAL EXPERIENCE

Customer Service Representative – Security Operations   July 2025 – Present
SMS Security | Toronto, ON
- Monitor and operate security systems, access control panels, and surveillance equipment to ensure facility safety.
- Maintain accurate shift logs and incident reports, demonstrating strong attention to detail and documentation skills.
- Provide concierge-level front-desk assistance, managing visitor flow and resolving issues for occupants in real time.

Customer Service Representative   Oct 2023 – July 2025
Loblaw Companies Ltd. | Toronto, ON
- Delivered high-volume customer support in a fast-paced retail environment, consistently meeting service-level benchmarks.
- Managed departmental workflows and resolved escalated customer inquiries, reducing wait times and improving satisfaction.

IT Support Analyst   June 2022 – June 2023
Aagaman Nepal | Kathmandu, Nepal
- Provided Tier 1/2 technical support for 50+ users across hardware, software, and network infrastructure issues.
- Managed Active Directory user accounts, permissions, and system configurations, reducing provisioning time by streamlining processes.
- Created and maintained a knowledge base of technical resolutions, cutting repeat ticket volume on common issues.

IT Support Technician   Jan 2022 – April 2022
ChimpVine | Kathmandu, Nepal
- Diagnosed and resolved workstation connectivity issues, software errors, and hardware failures with minimal business disruption.
- Led the deployment and configuration of new peripheral equipment for the office, ensuring zero-downtime rollout.
- Performed scheduled preventive maintenance on hardware to extend device lifespan and reduce unplanned outages.

Game Development Intern   Sep 2021 – Jan 2022
ChimpVine | Kathmandu, Nepal
- Collaborated with development team on gameplay mechanics testing, identifying and documenting performance bugs for resolution.
- Contributed to asset refinement and QA cycles, improving overall application stability prior to release.

TECHNICAL PROJECTS

- **Active Directory Lab:** Deployed Windows Server in a virtualized environment; configured user accounts, OUs, and Group Policy Objects (GPOs) to simulate enterprise identity management.
- **Enterprise Network Design:** Built a multi-VLAN topology in Cisco Packet Tracer with Inter-VLAN routing and centralized DHCP, demonstrating Layer 3 switching concepts.
- **Cloud Infrastructure:** Provisioned and configured AWS EC2 instances and S3 buckets for scalable application hosting and secure data management.
- **Hardware & Virtualization:** Engineered high-performance custom PC builds; deployed multiple Guest OS environments using VMware and VirtualBox for isolated software testing.
- **E-Commerce Web Platform:** Designed and launched a full e-commerce website for a retail client through Northbridge IT Solutions.

EDUCATION

Postgraduate Certificate, Business Information Technology   Sept 2023 – April 2025
Seneca College | Toronto, ON

Bachelor of Science (Hons), Computing   June 2020 – June 2022
London Metropolitan University | United Kingdom

CERTIFICATIONS

- CompTIA A+
- Microsoft IT Support Specialist
- Google IT Support Professional Certificate
- Standard First Aid & CPR
- AODA (Accessibility for Ontarians with Disabilities Act)
- WHMIS (Workplace Hazardous Materials Information System)

LANGUAGES

English (CELPIP Certified) | Nepali (Native) | Hindi (Fluent) | Punjabi (Conversational)