Trisha Gupta

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EDUCATION

School of Information, University of Michigan, Ann Arbor, MI   **April 2021**
Master of Science in Information (UX Design/Human Computer Interaction)

Ted Rogers School of Management, Ryerson University, Toronto, Ontario   **June 2015**
Bachelor of Commerce, Finance
- Renewable Undergraduate Award- awarded for leadership achievement in extracurricular activities & community involvement (Sep '10 – Sep '14)

Seneca College, Toronto, Ontario   **October 2015**
Certificate of Java Programming

WORK EXPERIENCE

Employment and Social Development Canada, Toronto, ON, Canada   **January 2018- May 2019**
Information Technology Associate
Reports to Area Director under Employment and Social Development branch of the government to provide strategic recommendations to specify and procure IM and IT services to meet business needs
- Conducted fact-finding with stakeholders and clients by analyzing 8 terabyte (TB) of data to determine the need for more in-depth interventions for future planning, significantly reducing information redundancy/discrepancy
- Leveraged the development and implementation of IT Strategy to link Branch strategy with operations, clients, and connect the Department's business architecture with its information and technical architectures; reducing costs by 60% or $400K
- Provided guidance on implementation of current business technology tools such as apps to mitigate cyber threats of personal information for 33 million Canadian citizens

Canada Revenue Agency (CRA), Toronto, ON, Canada   **January 2016-December 2017**
G-Drive Project Analyst
Re-configured the G-Drive using agreed file structure and naming conventions as per CRA's goals for information management initiatives
- Optimized data for fact finding and reduced search time by 10%, saving $500,000 in costs over a calendar year and 10,000-man hours
- Proposed a $137,500 project budget for learning and implementation of new workflow processes to educate 150,000 CRA employees
- Reconfigured the entire drive folder structure by decreasing entire drive size by 30% (5.1 TB to 3.5 TB), while maintaining all essential data, thus, increasing transparency and work-load efficiency within the Agency
- Collaborated on a team pilot project to create an Electronic Documents and Records Management Solution (EDRMS) for federal government's classified information, increasing ROI, accountability, and information dissemination in a centralized database across 39 federal departments and agencies

Accenture, Toronto, ON, Canada   **January 2015 - December 2015**
Junior Associate
One-year project management exposure to work with the technical team that develops solutions to speed validation of invoices, reduce manual errors, and improve process functionalities; thus, increasing productivity by 20% through saving time and resources
- Developed Optical Character Recognition (OCR) system that captured requirements to scan cheques & create functionalities without human interaction
- Collaborated with senior software engineers and business analysts to cultivate a high-level overview of requirements and changes from client (JP Morgan and Chase)
- Prepared and drafted final contracts with the team and utilized Java and PL/SQL to implement modules that decreased defect percentage of our project by 15%

OTHER ACTIVITIES & INTERESTS

Indigenous and Northern Affairs Canada, Toronto, ON, *Volunteer*   **February 2017-March 2019**
- Assisted in implementing $300,000 government funded social service programs to build sustainable and energy efficient infrastructure to 150 homes in five northern regions in Ontario

Vedanta Society Soup Kitchen, Toronto, ON, *Lead Volunteer*   **September 2016-March 2019**

SKILLS

Computer: Proficient with Microsoft Office Suite (Excel, Word, PowerPoint), GIS software, Adobe Creative Suite software (Photoshop, Illustrator, InDesign) and Keynote for presenting ideas

Languages: Fluent in French and Hindi