

# BASANTA THAPA

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London, UK

*An MSc International Project Management student with 3+ years of experience in Java backend development, Agile delivery, and operational leadership. Proven track record in managing teams, streamlining services, and delivering secure government systems — achieving up to 90% customer satisfaction and 60% efficiency gains. Skilled at combining technical execution with project management to drive real-world results.*

## EDUCATION

**MSc International Project Management with Professional Experience, York St John University, London** **Sept/2024– Sept/2026**  
**Relevant Modules:** Project Planning and Management, International Project Management Context, Leadership and Team Dynamics  
**Predicted Grade:** On-Going

**Bachelor's in Information Technology, Padmashree College, Nepal** **Jan/2019–Aug/2023**  
**Relevant Modules:** Software Development and Programming, IT Project Management, Data Structures and Algorithms  
**Final Grade:** 3.38

## PROFESSIONAL EXPERIENCE

**Brewery Road Post Office, London** **Jan/2025–Present**  
*The Post Office is one of the UK's largest retail networks and a key provider of essential services including postal, banking, bill payments, and identity verification. It operates at over 11,500 branches nationwide, serving millions of customers weekly.*  
**Role: Store Manager**

- Delivered operational oversight across core service lines—postal, financial, and retail—resulting in a 15% uplift in operational efficiency and seamless service delivery to diverse customer groups.
- Prepared weekly financial reports and business summaries, ensuring clear insights into revenue patterns, transaction volumes, and cash flow activities.
- Introduced structured queue optimization and team training, which reduced customer wait times by 25% and improved customer satisfaction by +43%.
- Collaborated with regional managers on commercial performance reviews and scenario analysis, supporting data-driven planning and forecasting.
- Used Excel to analyze sales, inventory trends, and customer patterns, which improved decision-making and stock control by 20%.
- Created internal presentations to highlight monthly KPIs, operational risks, and potential service improvements.

**Highlights:** Increased customer satisfaction from 47% to 90% (+43%) by delivering targeted staff training and implementing a new queue management system to reduce service delays.

**Infodevelopers Pvt Ltd, Kathmandu, Nepal** **Jan/2023–Mar/2024**  
*InfoDevelopers Private Limited has established itself as a pioneering financial technology solutions provider in Nepal..*  
**Role: Junior Java Engineer**

- Developed and implemented automated Excel-based financial reporting models to enhance accuracy and reduce manual workload by 60%.
- Created backend APIs and logic for financial audit and budget systems, enabling detailed transactional tracking and real-time data analysis.
- Worked closely with product leads to sense-test and validate financial models, ensuring alignment with national digital governance standards.
- Contributed to data collection and user feedback analysis to evaluate system adoption, producing internal reports that influenced rollout strategy.

- *Liaised with stakeholders to ensure systems met audit, financial, and compliance benchmarks, enhancing overall platform reliability and transparency.*

**Highlights:** *Increased government reporting efficiency by 60% by automating Excel-based reporting processes across 5 digital public platforms using Spring Boot and PostgreSQL, significantly reducing manual input and processing delays.*

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**Digi Nepal Pvt Ltd, Kathmandu, Nepal**

**Feb/2022–Dec/2022**

*DigiNepal is the software company that gives the service of Information Audit and develop a quality software.*

**Role: Java Developer**

- *Conducted scenario and sensitivity testing on enterprise platforms to optimize risk control measures and performance benchmarks.*
- *Worked across cross-functional teams to support project pitches, proposals, and client system demos, ensuring commercially relevant delivery and stakeholder engagement.*
- *Developed reusable components that helped standardize backend architecture, reducing technical overhead and improving delivery speed.*
- *Reviewed and refined client-side reporting data for accuracy and usability, which helped improve internal due diligence and service delivery.*

**Highlights:** *Reduced backend development time by 30% by creating reusable Java modules and streamlining team collaboration through optimized Git workflows, accelerating sprint delivery across multiple enterprise applications.*

## PROJECTS & EXTRACURRICULAR

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**Document Management System, Freelancing Project**

**Feb/2022–Mar/2023**

**Project Aim:** To develop a secure and efficient web-based Document Management System that enables users to upload, retrieve, and manage files with role-based access and reporting features.

**Role on Project: Team Leader & Back-End Developer**

- *Designed and developed a web-based system with a focus on data control, auditability, and client reporting, enabling faster business case development and operational clarity.*
- *Delivered Excel-style output modules for audit trails and integrated dynamic user statistics to support data-backed decision-making.*
- *Performed cash flow modelling simulations and usage projections during system testing to help clients understand ROI and scalability.*

**Achievements/Outcome:** Cut document processing time by 50% by developing secure RESTful APIs and integrating role-based access, replacing manual file handling with efficient web-based operations for the client.

## VOLUNTARY WORK

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**Project Supervisor, Padmashree College**

**Aug /2018–May /2024**

Mentored 8 student groups—several of which achieved distinction—by advising on research methodology, system design, documentation, and tools such as GitHub, Excel, and project management software, while conducting regular review meetings, enhancing employability through real-world project exposure, and contributing to the college’s reputation for high-quality, innovative project delivery.

## SKILLS

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**Programming languages:** C, Java, SQL, AngularJs,

**Computer software/ frameworks:** Microsoft office, Adobe Photoshop, Maple, Git, React, jQuery

**Languages:** English, Nepali, Hindi