

BISHNU P. KHANAL

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SUMMARY OF QUALIFICATIONS

- Outstanding skills in system design, requirement analysis, developing and documenting workflows, use cases, design class diagrams, database schema and SSD/SD
- Excellent working ability in ITSM processes using Remedy ASR platform such as eSMT (based on Service Level Agreement principles and priorities), with improved quality and response time
- Expertise in writing test cases, gathering and reviewing business requirements, and coding automated test scripts, documenting and tracking test defects and resolution
- Expertise knowledge in executing SQL commands to create reports and validate database values
- Handful experience in source code management, build packages, pipeline, and deployment
- Excellent team player, self-motivated, adaptable, experienced in fast-paced environment with strict deadlines

TECHNICAL SKILLS

Programming Languages:	Java, C#
Databases:	MySQL, SQL, Oracle 12c, PL/SQL, MS ACCESS
Web Development:	ASP.NET, HTML5, CSS, Bootstrap
Scripting Languages:	JavaScript, Bash Script (Unix/Linux)
Tools:	Visual Studio, IntelliJ, Eclipse, MS Visio, Visual Paradigm, MS Project, Selenium, Jira, Junit, Jenkins, Team Foundation Server
Version Control & Cloud:	Git/GitLab, MS Azure, Rational Team Concert, Amazon Web Services
MS Office & Windows	MS Word, MS Excel, Power Point, Outlook, MS Publisher, SharePoint, Window 8/10
ITIL / ITSM:	Enterprise Service Management (Problem Management / Incident Management / Change Management)

Note: Currently, I'm progressing towards ITIL / ITSM certification

WORK EXPERIENCE

ITSM Problem Coordinator (IT Operations Branch)

Ontario Ministry of Children, Community and Social Services, Toronto

Sept 2019 – To Present

- Receive, perform quality check and triage incident tickets while managing cluster's incident queue
- Increase quality of tickets going to tier 2 support teams to improve focus and response times
- Provide a dispatch approach to tier 2 ticket triage and provide trending across platform
- Develop and deploy templates and knowledge records to allow for better diagnosis of issues and routing

- Provide a center of excellence to support Incident, Problem, Known Error, CMDB and Service Management processes while demonstrating an in-depth knowledge of Enterprise Service Management Tool (Incident Management/Problem Management/Change Request Management)
- Assist in incident management reporting & stats for the Cluster
- Resolved incidents where possible based on known errors and documented workarounds

Software Quality Analyst (Developmental Services Consolidated Information System)

Ontario Ministry of Children, Community and Social Services, Toronto May 2018 – August 2019

- Demonstrated software quality verification and validation on IBM's Curam environment (Nightly, QA, UAT, Solaris)
- Performed rigorous testing including regression, smoke, and various functionality tests for DSCIS (Developmental Services Consolidate Information System)
- Developed and executed test cases / test scripts based on the Business Requirements for regression testing
- Investigated and managed production incidents reported by end users on priority basis and provided users with possible work-around and walk-through where possible using adobe-connect (WebEx sessions), emails or over phone to continue daily operations
- Verified and validated monthly data-fix issues and prepared before-fix and after-fix QA Sign off reports for senior manager's approval
- Manually deployed QA and Local Training Environments with latest build as and when required

Major Self-developed Apps

1. A desktop application for **Online Book Services** where online users can search, buy or rent books online, add to cart, check out and pay online.
Language and tools: C# / ASP.NET, Bootstrap, CSS, MS SQL, and Visual Studio.
<https://github.com/BishnuKhanal1/OnlineBookServices>
2. **A five-page website** (Home, About Me, Projects, Services, Contact). This is a **Personal Portfolio** which implements CRUD functionality and saves and retrieves data from database.
<https://comp308-w2019-assignment-02.herokuapp.com/home>
Language and tools used: Express-generator, Node.js, Mongo DB, HTML, CSS, JavaScript, and Bootstrap

EDUCATION

Software Engineering Technology - Advanced Diploma

Jan 2017 – August 2019

Centennial College, Toronto, ON

Computer Engineering – Diploma

Sept 2007 – August 2010

Kathmandu Institute of Technology, Kathmandu, Nepal

REFERENCES AVAILABLE ON REQUEST