HARDIK RAJBHANDARI

My Contact

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Technical Skills

- Testing and Quality Assurance
- IT Support
- Networking
- Graphics Designing
- Cloud Computing

Soft Skills

- Team Collaboration
- Problem-Solving
- Communication
- Continuous Learning

Education Background

- Nepal Banepa Polytechnic Institute
  Diploma in Information Technology
  Completed in 2021

- Vidhya Sagar English Secondary School
  Secondary Education Examination (S.E.E)
  Completed in 2017

Certifications and Additional Training

- Network Security (Cisco)
- Quality Assurance [L3 Diploma Course] (In Process)

About Me

Enthusiastic and results-driven IT professional with over two years of experience in providing comprehensive IT support and Quality Assurance in healthcare and corporate environments. Adept at manual and automation testing using tools like Selenium WebDriver, TestNG, and familiar with Agile methodologies. Proven track record of improving system efficiency, managing network operations, and delivering high-quality software solutions. Passionate about continuous learning and applying innovative technologies to drive operational excellence. Seeking to contribute to a dynamic, forward-thinking organization.

Professional Experience

Axios Softworks Pvt. Ltd. | Quality Assurance Tester
Nov 2023 – Present

- Developed over 50 comprehensive test plans and executed test cases for the School Management System (NIVID), improving software quality by 20%.
- Collaborated closely with developers to resolve 95% of reported defects within a week of logging, reducing project delays.
- Contributed to a collaborative work environment by effectively communicating test results and issues to the team.

Mavorion Systems Pvt. Ltd. | Operations Assistant/Support
Dec 2022 – Jun 2023

- Resolved over 100 client systems' network issues, maintaining 99.9% network uptime.
- Monitored office and client servers using LibreNMS, ensuring system stability and addressing issues promptly.
- Conducted User Acceptance Testing (UAT) for HIMS software updates (Dolphin) prior to deployment, ensuring error-free rollouts..

Bhomi Hospital & Institute of Medical Science | IT Support
Feb 2021 – Dec 2022

- Installed, configured, and managed Hospital Management Software (Medipro, IVMAS, Carestream), leading to a 15% increase in departmental productivity.
- Set up and maintained network printers, enhancing office productivity through seamless operations.
- Diagnosed and resolved system and network issues, ensuring smooth hospital IT operations.