



# HARDIK RAJBHANDARI

## About Me

Enthusiastic and results-driven IT professional with a dynamic background in providing comprehensive IT support and Quality Assurance in healthcare and corporate environments. Adept at IT operations, software testing, and network management, with a strong commitment to continuous learning and professional development. Proven track record of enhancing operational efficiency and ensuring high-quality IT services. Seeking to leverage hands-on experience to contribute effectively to a forward-thinking organization.

## My Contact

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## Hard Skill

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

## Soft Skill

- 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)
- 3 Months QA Diploma Course in Skillshikshya (In Process)

## Professional Experience

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

- Developed comprehensive test plans and executed test cases for the School Management System (NIVID).
- Conducted manual testing, identifying and documenting software defects and verifying functionality.
- Utilized defect tracking tools to log, prioritize, and monitor resolution of software issues, providing detailed information for developers.
- Communicated detailed test results and issues effectively with team members, contributing to a collaborative work environment.

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

- Maintained and troubleshooted internal network issues involving PCs, LAN routing, and switching.
- Monitored office servers, Datahub, and client servers using LibreNMS, ensuring system stability.
- Conducted User Acceptance Testing (UAT) for HIMS software (Dolphin) updates prior to deployment.
- Managed client queries via call centers, visits, and email, creating tickets and issue trackers for the development team.

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

- Installed, configured, and managed Hospital Management Software (Medipro, IVMAS, Carestream).
- Set up and managed network printers, enhancing department productivity.
- Troubleshooted and resolved system and network problems, diagnosing and solving hardware and software faults promptly.