KELZANG UGYEN DORJI

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SUMMARY

Currently working as software developer in Tashi InfoComm Private Limited. Focused on translating concepts into functional and user-friendly applications.

WORK EXPERIENCE

Software developer, Tashi InfoComm Private Limited   2022 - Present

- Developed software solution to manage, and optimize programs that reward and retain customers. Its core functionalities revolve around driving customer engagement, increasing retention, and customer lifetime value.
- Developed a software solution to assess, manage, and enhance employee knowledge. Its core functionalities revolve around identifying specific knowledge gaps, providing individualized assessments, and ultimately optimizing overall workforce competency and training effectiveness.
- Developed a software solution to manage mobile phone and accessory operations across multiple showrooms and distribution channels. This solution significantly enhances operational efficiency, reduces inventory discrepancies, and improves customer satisfaction.
- Developed a software solution to streamline and optimize the entire sales and order lifecycle. This solution significantly enhances sales operational efficiency, and elevates overall customer satisfaction by providing seamless management of sales processes.

Software Developer, Next Generation Next Technology   2021 - 2022

- Worked on software solution for the Citizen Services. This solution enables online application for permits and utilities (e.g., building occupancy, water, sewer), allows tracking of application status, provides service instructions, and facilitates citizen feedback. It significantly enhances public service accessibility, improves administrative efficiency, and fosters greater citizen satisfaction by simplifying interactions with local government.

Frontend Developer, Fuzzy Automation   2021 - 2021

- Developed a web-based dashboard solution designed for weather data visualization and forecasting. This solution provides real-time weather information for the user's location, a detailed week forecast, and interactive hourly forecast charts. It significantly enhances data accessibility, simplifies weather monitoring, and improves user decision-making. Runner up in hackathon organized by GovTech, Bhutan.

EDUCATION

BE Electronics and Communication Engineering   2016 - 2020

College of Science and Technology, Royal University of Bhutan.

ADDITIONAL INFORMATION

- **Technical Skills:** React Js, MySQL, Express Js, Arduino, Raspberry Pi
- **Languages:** English, Dzongkha
- **Paper:** Sign Language Translator of Dzongkha Alphabets Using Arduino,
  https://ieeexplore.ieee.org/document/9696641