KRISHNA PAUDEL

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📍 Hurstville, NSW

SUMMARY

Experienced Web Developer specializing in full-stack development with expertise in React, Next.js, Node.js, and database management. Skilled in creating scalable, responsive applications and delivering seamless user experiences through efficient front-end and back-end solutions

SKILLS

Soft Skills

- Communication & Collaboration: Proficient in communicating technical concepts clearly to both technical and non-technical team members.
- Analytical Thinking & Problem Solving: Strong ability to diagnose and resolve issues across both front-end and back-end systems.
- Adaptability & Quick Learning: Rapidly adopts new technologies, frameworks, and tools, ensuring skills remain up to date with the latest trends.
- Customer Focus: Committed to building applications that prioritize usability, performance, and seamless user experiences.

Technical Skills

- Front-End   : React, JavaScript (ES6+), Next.js, Redux, Tailwind CSS, HTML5, CSS3
- Back-End   : Node.js, Express, Django, PowerShell (OOP), RESTful APIs, GraphQL
- Database   : MongoDB, PostgreSQL, MySQL, NoSQL
- Web Technologies   : WebSocket, Web3.js, Blockchain, Ethers.js, Wallet Integration
- Cloud & DevOps   : AWS, Azure, Google Cloud, Vercel, Netlify, Heroku
- Tools & Version Control : Git, GitHub, Bitbucket, VS Code, Figma, Postman
- Testing   : Jest, Cypress

EXPERIENCE

01/2024

Sydney, NSW

Service Desk and End User Support Analyst

Are Media Pty Ltd

- Provided comprehensive technical support to end users, resolving software and hardware issues to ensure seamless digital system operations
- Collaborated with cross-functional teams to implement and maintain IT solutions, including software upgrades and system enhancements
- Communicated effectively with stakeholders to understand and address user needs, ensuring timely resolution of technical issues
- Maintained accurate records of support tickets and resolutions, identifying trends to improve IT service delivery
- Administered and streamlined service desk operations, reducing average ticket resolution time by 25% through the implementation of automated workflows and improved user support documentation

07/2023 - 12/2023

Leichhardt, NSW

Information Technology Support Analyst

ForHealth Group

- Delivered proactive IT support services to optimize system performance and minimize downtime, ensuring business continuity
- Assisted in implementing and configuring IT infrastructure, including network devices, servers, and software applications
- Conducted user training sessions to enhance IT literacy and promote efficient utilization of digital tools and resources
- Contributed to developing and documenting IT policies and procedures, ensuring compliance with industry standards and regulations
- Analyzed and resolved over 500 technical support tickets monthly, utilizing advanced troubleshooting techniques and tools such as remote diagnostics and system tracing, resulting in a 95% satisfaction rating among end-users at ForHealth Group

EDUCATION

01/2020 - 01/2023

Nsw

Bachelor of Information Technology (Web and Software Development)
Victoria University Sydney

01/2018 - 01/2020

Sydney, NSW

Diploma and Advanced Diploma of Information Technology (Network Security)
AIBT

PROJECTS

🌐 **Digithink**
https://digithink.vercel.app/

🌐 **Stripe Clone**
https://stripeclone.vercel.app/

🌐 **The Linkify**
https://thelinkify.vercel.app/