

Manjish Lal Karmacharya

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158 Harmon Drive

Northfield, VT 05663

SUMMARY

Detail-oriented and proactive Computer & Information Science undergraduate with a minor in Computer Crime & Forensics, proficient in programming languages including Python, C++, SQL, and Assembly, as well as web development technologies such as HTML, CSS, and JavaScript. Experienced in IT helpdesk support, troubleshooting complex hardware and software issues, and developing user-focused technical documentation. Skilled in data analysis using SPSS and MS Excel, with foundational knowledge in software engineering, embedded systems, and generative AI. Demonstrates strong teamwork, multitasking, and communication skills in dynamic environments. Actively seeking an internship opportunity in computer science or IT to apply technical expertise and contribute to meaningful projects.

Certified in Child CPR, AED, and Infant CPR by the American Heart Association, reflecting commitment to safety and responsibility.

EDUCATION

Norwich University

Northfield, VT

Bachelor of Science Degree in Computer & Information Science; Computer Crime & Forensics minor Anticipated, May 2026

Overall GPA: 3.08/4.00

Provost Scholarship, Norwich University Grant, Maroon & Gold Grant

Relevant Coursework: DSA, Software Engineering, Embedded Systems, Calculus I-III.

RELEVANT EXPERIENCE

IT Helpdesk Intern

Montpelier, VT

Vermont Judiciary

March 2025 - Present

- Delivered proactive technical support to judicial personnel, expertly diagnosing and resolving diverse hardware and software challenges, ensuring smooth functionality of courtroom technology during critical hearings.
- Managed and troubleshoot complex issues involving Microsoft Teams deployment, Adobe Reader errors, taskbar system failures, and audio configurations, minimizing disruptions to court proceedings.
- Leveraged DeskPro service management platform to meticulously document, prioritize and escalate support tickets, improving workflow efficiency and response times.
- Created detailed, user-centric instructional materials and troubleshooting guides, enabling court staff to independently resolve routing technical problems and enhancing overall technical literacy.
- Applied hands-on skills including precision soldering to repair maintain court hardware, extending equipment lifecycle and reducing reliance on external repair services.

Research Assistant

DAPRA (Defense Advanced Research Projects Agency)

Northfield, VT

Norwich University

May 2024-Present

- Developed C++ programs to capture and process Radio Frequency signals, enhancing the realism and accuracy of aviation communication within flight simulation models.
- Performed data analysis using SPSS, applying statistical techniques to interpret simulation outputs and support research conclusions.
- Collaborated with multidisciplinary teams to integrate simulation data with broader aviation research projects, contributing to the advancement of flight simulation technologies.
- Optimized algorithms for improved computational efficiency, enabling real-time processing of complex aviation signals.
- Designed and implemented simulation modules to improve the fidelity of flight scenarios and pilot training environments.

CUSTOMER SERVICE EXPERIENCE

Student Ambassador

Northfield, VT

Norwich University

February 2025 - Present

- Served as a key representative of Norwich University during campus tours, open houses, and outreach events, providing prospective students and families with accurate, engaging, and personalized information.

- Facilitated orientation sessions and supported transition programs, ensuring new students felt welcomed, informed, and connected to university resources.
- Delivered high-quality, service-oriented communication by addressing questions and concerns, highlighting academic programs, student life, and campus values.
- Demonstrated leadership and professionalism in guiding group tours and managing event logistics, contributing to the university's positive public image.
- Collaborated with admissions staff and student services teams to support recruitment initiatives and enhance the overall prospective student experience.

CAMPUS & COMMUNITY INVOLVEMENT

AI (Artificial Intelligence) Club, Member

Boxing Club, Member

(EMS) Emergency Medical Services, Member

Robotics Club, Member

SKILLS

Language Skills:

- English
- Nepali
- Newari
- Hindi

Tools & Software:

- DeskPro ticketing system for IT support
- VS (Visual Studio) Code
- Microsoft PowerPoint
- Wireshark
- Microsoft Office Suite
- Microsoft Access
- Version control with Git and GitHub

Web Development & Frontend:

- HTML
- CSS
- JavaScript
- Responsive Web Design
- GitHub Pages
- Bootstrap

Programming Languages & Concepts:

- Proficient in Python, C++, SQL, Assembly Language
- Experience with backend fundamentals and rolling deployments
- Data Structures & Algorithms (DSA), Software Engineering principles, Object-Oriented Programming
- Generative AI basics and practical applications

Database & Data Analysis:

- SQL query writing and database design
- Non-relational databases (NoSQL formats: key-value, document, column-family, graph)
- Data analysis using SPSS and MS Excel

Core Academic Knowledge:

- Calculus I, II, III
- Operating Systems and Parallelism
- Computer Networks and Data Communications
- Embedded Systems and Flight Simulation coding

Soft Skills:

- Strong leadership and teamwork in both technical and fast-paced environments
- Time management and multitasking under pressure
- Public speaking and effective communication
- Problem-solving mindset and adaptability

VOLUNTEERING & LEADERSHIP EXPERIENCE

Triveni Youth Club, Volunteer

2019-2022

- Organized blood donation campaigns and used tech for food distribution

Lions Club International, District 325 B1, Volunteer

2021

- Supported 9th Annual District Convention with logistics and attendee assistance

CERTIFICATIONS

American Heart Association (AHA) Certified

2025-2027

- Child CPR, AED, and Infant CPR, demonstrated proficiency in emergency cardiovascular care techniques for infants and children, emphasizing life-saving skills and safety protocols.