

CURRICULUM VITAE

Ramesh Giri

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Professional Profile

Motivated and compassionate IT professional with over a year of hands-on experience in technical support across dynamic environments. Holds a Master's in Information Technology and a Certificate III in Individual Support, blending strong technical proficiency with direct experience in the aged care sector. A reliable team player with a passion for leveraging technology to enhance resident care and operational efficiency. Seeking to contribute to LDK Seniors' Living's mission of delivering Love, Decency, and Kindness through innovative IT solutions.

Skills Matrix

Hardware troubleshooting (PCs, printers, etc.)
Operating system support (Windows, macOS, Linux)
Software installation and configuration
Networking fundamentals (TCP/IP, DNS, DHCP)
Remote support tools (RDP, TeamViewer, etc.)
Active Directory / Group Policy
Email systems (Outlook, Exchange, M365)
IT ticketing systems (Jira, ServiceNow, etc.)
Cybersecurity basics (antivirus, patching)
Scripting (PowerShell, Bash)
Python Programming and ML/AI solutions
HTML5, CSS3, Javascript (Next js), TypeScript, TailwindCSS

EDUCATIONAL QUALIFICATION

- Master of Information Technology, Wentworth Institute of Technology, Canberra ACT
- Bachelor of Computer Information System, Pokhara University, Nepal
- IELTS(Academic Test) overall band score 6.5

EXPERIENCE

AI/ML Engineer Traineeship[Neurabits, <https://www.neurabits.com>]

Jun 2025 – Present [On-site]

- Preprocessed data using NumPy, Pandas, and visualized insights using Matplotlib and Seaborn.
- Worked on supervised and unsupervised ML algorithms (e.g., linear regression, decision trees, clustering).
- Implemented ML pipelines using Scikit-learn, TensorFlow, or PyTorch (specify if applicable).
- Trained, validated, and evaluated models using metrics like accuracy, F1-score, and confusion matrix.
- Collaborated with a team to develop and deploy a small-scale ML application (e.g., spam detection, sentiment analysis, or image classification).
- Integrated ML models into simple web apps using Flask or FastAPI.
- Gathered datasets from APIs (e.g., Kaggle, OpenAI, Hugging Face) and performed feature selection and transformation to improve model performance.
- Studied concepts in deep learning, NLP, and computer vision, depending on project focus.
- Completed internal assessments and presented findings or models to mentors and peers.

Front-end Developer Apprenticeship [Dotskilled, <https://www.dotskilled.com>]

Nov 2024 – Present [On-site]

- Developed responsive and accessible web pages and components using Next.js and Tailwind CSS.
- Converted UI/UX designs from Figma into clean, production-ready code.
- Worked alongside senior developers and designers in sprint-based workflows (stand-ups, retrospectives, etc.).
- Gained experience with tools like Git, GitHub, and project management platforms (e.g., Jira, Trello).

- Implemented optimizations such as lazy loading, image optimization, and static generation using Next.js.
- Participated in the development of real-world applications used by clients or internal teams.
- Helped fix bugs, refactor code, and improve styling and layout using Tailwind's utility-first approach.
- Followed component-based architecture, version control workflows, and code review practices.
- Gained exposure to SEO, basic accessibility (a11y), and web performance best practices.

IT Support Technician [InfoxIT, <https://infoxit.com>]

Mar 2021 – Feb 2022 [On-site]

- Installed, configured, and maintained systems and user accounts within Windows-based environments.
- Provided Level 1 & 2 technical support to internal staff and external clients, resolving hardware, software, and connectivity issues.
- Maintained accurate documentation and contributed to internal knowledge base.
- Delivered remote and on-site technical assistance across a range of software platforms.
- Supported end-user onboarding and training processes to ensure efficient technology usage.
- Assisted in maintaining IT inventory and implementing minor system upgrades.

Key Competencies

- Strong communication skills, both written and verbal.
- Ability to write formal emails and display a friendly and polite phone manner.
- Strong listening skills and ability to make informed decisions in high pressure situations.
- Strong team spirit and ability to work autonomously when required.
- An ability to think creatively and technically and turn concepts into reality.
- Interact with Product Specialists, analyzing business requirements and providing technical specifications for the new functionality meeting organizational, project and client's needs.
- Collaborate with other talented software developers in a social environment and actively contribute to software solutions.
- Implementation of critical and complicated technology improvements to business-critical applications and systems.
- Windows & Mac OS Support
- Active Directory & Office 365
- IT Troubleshooting & Ticketing Systems
- Networking Fundamentals (LAN/WAN, VPN)

- Software Installation & Maintenance
- Understanding of Aged Care Compliance & Sensitivities

Referee

Neurabits, info@neurabits.com

Dotskilled, <https://www.dotskilled.com>

InfoxIT, contact@infoxit.com

Visa Status/Working Rights

Have full working rights.