Ruzan Shrestha

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SKILLS

Creative Problem Solving & Customer Service: Skilled in resolving technical issues efficiently while maintaining high levels of customer satisfaction.

Communication & Professionalism: Excellent verbal, written, and phone communication skills with a professional demeanour.

Technical Proficiency: Familiar with Windows/Linux OS, Microsoft Office Suite, remote desktop tools, AWS as well as Azure Services, VScode and Git.

Time Management & Team Collaboration: Effective multitasker in high-volume environments; strong team player engaging with various stakeholders

Programming languages Proficiency: Proficient understanding of Python, Java, JavaScript, Html, CSS, C# and learning React.

EXPERIENCE

Student Ambassador
ATMC Sydney, Australia (July 2023 – November 2023)
- Achieved a 60% increase in student participation at events.
- Promoted and served as the first point of contact between students and the university, resolving entry-level technical problems and assisting students with raising tickets and enrolling into the system when necessary.
- Managed the front desk of the college, effectively communicating to resolve issues and handling a minimum of 30 requests per day during enrolment weeks.
- Assisted in managing and resolving various technical and non-technical issues within the organization, even under pressure during events(9), enrolment, and exam weeks.

Intern
DHL Express, Nepal (December 2022 – February 2023)
- Re-organized documentation of the entire organization (120+ staffs) in 4 days as well as taking part in various team scrums and meetings to solve the internal affairs of the organization in the HR department.
- Helped troubleshooting minor problems and replacing and maintaining the hardware of the computer infrastructure of the organization.

EDUCATION

- **Bachelors in Information Technology (Software Engineering)**
  Federation University (Nov 2025 estimated graduation)
  CGPA: 6.813

OTHER EXPERIENCES & PROJECTS

- **AI Chatbot-** Currently working on an AI chatbot project that specializes in any given field as per clients needs. This project is based on a ReactJS framework.
- **Co-Founder and Team Member, Apollo Group-** Currently co-leading a group founded with peers to gain familiarity with real-world team roles, develop IT-related projects, and promote leadership and teamwork skills.
- **Teacher, BVS School, Lalitpur, Nepal-** Implemented creative problem-solving strategies to communicate effectively with children, foster personal development, and address individual needs.

More Information and References Available upon request.