# SUVANGA DHAKAL

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## EDUCATION

**The University of Toledo |** Toledo, OH                                        **Expected Graduation: Dec 2025**

Bachelor of Science in **Computer Science and Engineering**

- **Leadership:** President (NSO- 200+ members), Vice-President (Cybersecurity Club)
- **Certification:** Cyber-Force (Conducted by Department of Energy – Chicago)

## TECHNICAL SKILLS

- **App Dev:** HTML, CSS, JavaScript (MERN, React Native, App Script), Python, C++, Swift, Unity
- **Dev Tools:** My SQL, MongoDB, Power BI, GitHub, AWS, Bash, Xcode, Visual Studio, Eclipse
- **Additional Skills:** MATLAB, Figma, Sketch, Canva, Adobe Creative Cloud, Microsoft Suite

## RELEVANT EXPERIENCE

**IT Technician - University of Toledo** | Toledo, OH                                        **Jan 2022-Present**

- Resolve hardware and software issues for 500+ students and faculty with 95% issue resolution rate.
- Give specialized IT help desk support, including laptop parts replacements and software installations.
- Collaborate with Engineers to ensure continuous operations of tech system, reducing downtime by 30%.
- Update emerging technologies along with best practices to provide overall well-organized IT support.
- Manage emergency IT tickets for Hospital (EPIC)with problem resolutions reducing response time by 40%.

**Software Engineer Intern - Whirlpool Cooperation** | Marion, OH                      **Jan 2023- May 2023**

- Implemented a login form using AppScript, achieving a 23x size reduction, 9x performance boost.
- Optimized fixture weight, resulting in cost savings of over $35,000 with a cost avoidance of 67.31%.
- Developed a Part Number Finder tool and Fixture Location Finder tool using JavaScript for CMM users.
- Collaborated with cross-functional teams for successful completion of kaizen on time and under budget.
- Represented Whirlpool in Science Fair at OSU, promoting brand visibility and community engagement.

**Student Worker Chartwells - University of Toledo** | Toledo, OH                      **Aug 2021- Jan 2022**

- Streamlined daily registration for 200+ students resulting in a 25% reduction in processing time.
- Assisted supervisors during peak hours, ensuring good communication and management.
- Mentored new student employees with cohesive support, leading to a 20% decrease in training duration.

## RELEVANT PROJECTS

**Food Delivery App**| React Native (iOS and Android)                                        **Feb 2024**

- Made a cross platform app using Expo, Tailwind CSS, React Native Navigation, Heroicons, and Redux, resulting in a fully functional Deliveroo-style app with features such as menu browsing, ordering, and delivery tracking.

**Ecommerce Website**| MERN                                        **Feb 2024**

- Built a specialized MERN stack Ecommerce platform for organizing travel packages and equipment, showcasing proficiency in React, Redux, Express, Node.js, and MongoDB (Database) for an efficient shopping experience.

**Snake and Ladder** | VisionOS                                        **Jan 2024**

- Developed a snake board game for Vision OS using Swift, Xcode, and Unity, showcasing proficiency in game development, programming, comprehensive testing, optimization, UI/UX design, and platform integration.

**Book Store Project** | MERN                                        **Jan 2024**

- Created a MERN Stack Book Store Project, showcasing Backend and Frontend CRUD (Create Read Update Delete) operations, Router configuration, CORS (Cross-Origin Resource Sharing policy), and MongoDB operations.

**Stable Roommate** |Linear Data Structure                                        **Oct 2023**

- Designed and implemented a highly optimized backtracking algorithm as a part of my OOP and linear data usage course, incorporating recursion and a custom stack data structure, to solve the Stable Roommates Problem.

**Part Login Form** | Whirlpool Cooperation                                        **Jun 2023**

- Engineered login sheet using AppScript with a 23x size reduction and 90% performance boost, to address part measurement issues found by CMM, resulting to a decrease of runtime from 10 minutes to mere 23 seconds.