

SUVANGA DHAKAL

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EDUCATION

The University of Toledo | Toledo, OH

Expected Graduation: December 2025

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

GPA: 3.28

- **Leadership:** President (NSO- 200+ members), Vice-President (Cybersecurity Club)
- **Certification:** Cyber-Force (Conducted by Department of Energy – 2023 Chicago)

RELEVANT EXPERIENCE

IT Technician - University of Toledo | Toledo, OH

January 2022-Present

- Resolve hardware and software issues for students and faculty through meticulous troubleshooting.
- Give specialized IT help desk support, including laptop parts replacements and software installations.
- Collaborate with Engineers to ensure continuous and reliable operations of technical systems.
- Stay updated in emerging technologies and best practices to provide overall IT support.
- Manage emergency IT tickets for Hospital (EPIC) to ensure prompt and effective problem resolution.

Software Engineer Intern - Whirlpool Cooperation | Marion, OH

January 2023- May 2023

- Developed a Part Number Finder tool and Fixture Location Finder tool using JavaScript.
- Implemented a Layout Update Form to address part measurement issues using CMM technology.
- Optimized fixture weight, resulting in cost savings of over \$35,000 with a cost avoidance ratio of 67.31.
- Collaborated with cross-functional teams to gather requirements and gain insights into business aims.
- Served as Whirlpool's representative at the Science Fair hosted by Ohio State University.

Student Worker Chartwells - University of Toledo | Toledo, OH

August 2021- January 2022

- Efficiently managed daily registration for 200+ students, ensuring accurate system updates.
- Assisted supervisors during peak hours, enhancing overall customer satisfaction.
- Mentored new student employees, facilitating seamless team integration.
- Conducted daily safety inspections, ensuring a clean and hygienic atmosphere.
- Collaborated with diverse groups for various cleaning and closing duties

ADDITIONAL EXPERIENCE

Circulation Staff - Carlson Library | Toledo, OH

January 2022-Present

RELEVANT PROJECTS

Part Login Sheet | Whirlpool Cooperation

June 2023

- Engineered JavaScript login sheet for 23x size reduction, 9x performance boost, and optimized product quality check during production and reduced runtime for searching data from 10 minutes to 23 seconds.

Basic Banking System | OOP

January 2022

- Utilized Java for the project emphasizing polymorphism, inheritance, encapsulation, and abstraction, with user-centric financial system for storage, verification, addition, and loan management.

Debit and Credit Check | CS50

January 2021

- Completed Harvard's CS50 course, developed algorithms for classifying cards into Visa or Mastercard categories based on established criteria and verify its legitimacy.

TECHNICAL SKILLS

- **App Dev:** HTML, CSS, JavaScript (MERN, Angular, React Native), C++, TypeScript, Swift, Kotlin
- **Data Tools:** My SQL, Teradata SQL, MongoDB, Supabase, Google Firebase, Power BI, Postgre SQL
- **DevOps Tools:** CI/CD(Gitlab), GitHub, Netlify, Azure, Bash, Gradle, JIRA, Docker, Kubernetes
- **Dev Tools:** Webpack, Postman, npm, Yarn, UI/UX(Figma), Android Studio, Xcode, Visual Studio