PRATISTHA ARYAL

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Rupandehi, Butwal-12

EDUCATION

A Levels
TRINITY INTERNATIONAL COLLEGE
2019 - 2021
BSc (Hons) Computer Systems
Engineering (Bsc.IT)
ISMT College
2023- current

SKILLS

- Technical Skills
- Programming: Python, JavaScript, PHP
- Web Development: HTML, CSS, Node.js, EJS, Express.js
- Databases: MySQL, MongoDB
- Machine Learning: Scikit-learn, Pandas, Streamlit, FJAPSO
- Tools: Git, GitHub, VS Code, Postman, Selenium
- Other: Web Scraping, Canva, Photoshop, Technical Support & Troubleshooting

About Me

Motivated and tech-savvy professional with hands-on experience in technical support, web development, and machine learning. Skilled in solving complex problems, building web applications, and supporting users with practical IT solutions. Passionate about leveraging technology to improve systems and create meaningful user experiences. Currently pursuing a BSc (Hons) in Computer Systems Engineering with a strong focus on real-world projects and continuous learning.

WORK EXPERIENCE

Tuna Technology — Technical Support
Butwal, Nepal | May 2024 – Present
- Provide technical assistance and troubleshoot issues for both customers and internal teams.
- Install, configure, and maintain software systems and tools.
- Monitor systems to ensure reliability and resolve any operational issues.
- Work closely with development teams to suggest and implement system improvements.

Royal Educational Foundation — Social Media Handler
Butwal, Nepal | August 2022 – Nov 2023
- Design and execute social media strategies aligned with organizational goals.
- Manage social platforms and interact with followers to boost engagement.
- Monitor SEO, web traffic, and create performance reports.
- Coordinate with marketing and customer service teams for consistent branding.

Nature Herbs International — Administrative Assistant
Butwal, Nepal | April 2022 – August 2022
- Maintained office records and filing systems for improved data management.
- Handled procurement, inventory, and vendor communications.
- Supported HR documentation and internal reporting processes.

KID's Cottage — Customer Care Service
Kathmandu, Nepal | August 2021 – February 2022
- Provided professional support to customers across multiple channels.
- Resolved complaints and processed inquiries efficiently.
- Trained junior staff and ensured high levels of customer satisfaction.

PROJECTS

- **Job Portal (Node.js, EJS)** - Full-stack job application with Express.js.
- **Educational Consultancy Website** (PHP, HTML, CSS) - Responsive platform with frontend/backend integration.
- **Disease Prediction System** (Python, ML, Streamlit) - Real-time ML model with FJAPSO optimization.
- **Google Map Scraper** (Python, Selenium) - Automation tool to extract and export business info.