

# KHEM RAJ ALE MAGAR

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## SUMMARY

Data and technical support professional with expertise in ETL pipelines, web scraping, automation, and lead generation. Proven team leader skilled in process optimization, problem solving, and delivering actionable insights.

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## EXPERIENCE

### Data Team Lead

**Veel | Kathmandu, Nepal / San Francisco, CA | Feb 2025 – Present**

- Led team Data as a Service (DaaS) operations including ETL pipelines, data scraping, enrichment, and intent data discovery.
- Built automated pipelines to extract and validate structured data across industries.
- Delivered high-intent leads supporting development, marketing, and sales workflows.
- Managed team workflows, optimized processes, and aligned strategies with business goals.
- Coordinated with Dev, QA, Sales, and Marketing teams for backend fixes and hotfixes.
- Streamlined delivery SLAs using Apps Script, AppSheet, and Metabase.
- Implemented data quality checks, deduplication logic, and metadata tracking.
- Mentored team members and established best practices for data management and automation.

### Senior Technical Support Associate

**Veel | Kathmandu, Nepal / San Francisco, CA | Apr 2024 – Feb 2025**

- Conducted data scraping, lead generation, and content moderation using AI tools.
- Supported media optimization and automated system performance workflows.
- Developed workflows for error detection, reporting, and system monitoring.
- Coordinated with internal teams to implement backend fixes and system improvements.
- Trained new moderators on AI-assisted content review tools.

## Technical Support Engineer

TechnoVision Traders | Kathmandu, Nepal | Nov 2023 – Apr 2024

- Implemented surveillance systems including software installation, network setup, and remote access.
- Managed SQL Server configurations, query optimization, and backups.
- Set up NAS devices for secure video storage and client access.
- Documented technical issues and resolutions for internal knowledge base.
- Conducted client training for system usage and troubleshooting.

## Technical Support Executive

IMS Software Pvt. Ltd | Kathmandu, Nepal | Aug 2022 – Oct 2023

- Deployed POS, inventory, and billing systems for SMEs.
- Managed SQL Server, IIS, AWS backup automation, and IRD eBilling.
- Delivered user training, support documentation, and software testing.
- Provided L2 technical support and collaborated with developers/QA for product improvement.

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## EDUCATION

- Masters of Computer Application (MCA)**

IGNOU | Kathmandu, Nepal | 2025 Batch

- Bachelor of Computer Application (BCA)**

AIMS Academy | Lagankhel, Lalitpur, Nepal | 2018 – 2023

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## PROJECTS

### DAAS (Data as a Service) – Web Data Scraper

- Developed a web scraper to detect HTML patterns and repeated elements.
- Extracted text, links, and images using CSS selectors.
- Handled automatic pagination with delays to avoid rate-limiting.
- Exported data in CSV, XLSX, or copied to clipboard.
- Enabled efficient data collection for analytics, lead generation, and enrichment.

## Web HMS – Hospitality Management System

- Developed a responsive hospitality management system using C#, SQL Server, and JavaScript.
  - Implemented guest management, inventory control, and POS billing modules.
  - Integrated real-time reporting for operational monitoring.
  - Ensured secure role-based access control across user levels.
  - Improved workflow efficiency and accuracy.
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## SKILLS

- **Data Management & Analytics:** DBMS, MSSQL, PostgreSQL, MongoDB, ETL Pipelines, Data Preprocessing, Data Quality, Metadata Tracking, KPI Monitoring, Reporting, Data Visualization, Normalization
- **Web & Automation:** Web Scraping, Task Automation, Apps Script, AppSheet, Metabase, API Integration, Automatic Workflows, Hotfix Deployment
- **Software & Systems:** Microsoft IIS, AWS, NAS, POS & Hospitality Systems, Surveillance Systems, Software Implementation, System Performance Monitoring
- **Development & Technical Expertise:** Troubleshooting, Debugging, Backend Support, Structured & Unstructured Data Handling

**Leadership & Team Management:** Data Team Leadership, Mentoring, Cross-functional Collaboration (Dev, QA, Sales, Marketing), Workflow Optimization, Task Allocation, Product-focused Strategy

- **Process & Documentation:** Technical Documentation, SOP Creation, Ticket Management, Workflow Standardization
  - **Soft Skills:** Strategic Planning, Communication, Teamwork, Problem-Solving, Decision-Making
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## PROGRAMMING LANGUAGES

- HTML / CSS
  - Python
  - C#
  - JavaScript
  - ASP.NET Core
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## LANGUAGES

- English

- Nepali