

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.

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