

## Ishan Basnet

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GitHub: <https://github.com/ibasnet30>

### Professional Summary

Enthusiastic Full-Stack Developer specializing in React web and mobile applications with hands-on experience in solo and collaborative projects. Proficient in the MERN (MongoDB, Express.js, React, Node.js) stack, with a track record of delivering responsive and high-performance applications. Seeking part-time opportunities to contribute technical expertise and leadership skills in dynamic, growth-focused teams.

### Accomplishments

- Successfully led the development of mobile application for EduXGateway CRM, enhancing user engagement and retention.
- Designed and implemented intuitive user interfaces and seamless user experiences, contributing to the improved functionality and looks of projects.
- Maintained consistently high resolution rates (above 80%) at Customer Umbrella, reflecting effective problem-solving and customer satisfaction.
- Known for unwavering punctuality and reliability, consistently meeting project deadlines and setting high standards for team productivity.

### Skills

- HTML, CSS, JavaScript, Python
- React JS, React-Native, React-redux, RTK Query
- MySQL, MongoDB
- Backend development and API integration
- WordPress, Figma, Adobe Premiere Pro, Git, GitHub
- NovaChat, Salesforce
- Agile Methodologies & Team Collaboration

### Work History

Full Stack Developer | GatewayX Technologies Pty. Ltd. Jan 2024 – Dec 2024

Sydney, Australia - Remote

- Contributed to the development and maintenance of EduXGateway CRM, ensuring optimal functionality across web and mobile platforms (Android and iOS).
- Worked on the development and maintenance of English Charlie, ensuring seamless performance on web platforms.

- Collaborated with clients from the Philippines and Australia, gathering requirements and ensuring smooth project execution.
- Conducted regular testing, bug fixes, and feature improvements based on user feedback.

Deputy Supervisor | Nepal Can Code July 2023 – Dec 2024

Kathmandu, Nepal – On-site

- Contributed to the development of responsive mobile application recruitment and organize module in ERP Bayupayu system.
- Worked across Setup module and various other modules such as HR, Expense, etc.
- Mentored junior developers and assisted team members in resolving technical challenges, fostering growth within the team.
- Debugged issues, addressed support tickets, and optimized system functionality based on user needs.

Customer Service Representative | Customer Umbrella Aug 2022 – May 2023

Varna, Bulgaria - Remote

- Completed one month of intensive customer service training before starting, followed by frequent training sessions, ensuring up-to-date knowledge of product and support protocols.
- Assisted users in navigating the Parimatch platform, enhancing overall user satisfaction and engagement.
- Delivered technical support via NovaChat and Salesforce, ensuring seamless user experiences.
- Supported customers with account verification, contributing to enhanced user trust and platform security.

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## Education

- Master's in Data Science | The University of Western Australia | Feb 2025 – Current
- BSc. (Hons) Computing | Softwarica College of I.T. & E-commerce, Coventry University | Mar 2020 – May 2023 | First Class Honours

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## References

### Sudeep Acharya

Supervisor | Chief Technology Officer | GatewayX Technologies Pty. Ltd.

Contact: 0426 992 880 | Email: sudeep.acharya@gatewayx.tech

**Sugam Neupane**

Developer | Health Insurance Fund of Australia, Perth-Australia

Contact: 041481850