

# MAHESH PRASAD TIMILSINA

Bishalnagar, Kathmandu • Tel: 9855076256 • Email: mptimilsina12@gmail.com

Dynamic and results-oriented Business Analyst with over 5 years of experience in fintech, software implementation, and IT support. Proven expertise in requirements gathering, creating functional specifications, conducting market analysis, and collaborating with cross-functional teams to deliver high-impact solutions.

## WORK EXPERIENCE

2024 July – Current	<b>Sr. Business Analyst</b>	<b>Nepal Remit International Pvt. Ltd.</b> Simkhada Plaza, Putalisadak, Kathmandu
<ul style="list-style-type: none"><li>• Conducted in-depth market analysis and monitored industry trends to inform product roadmaps and development plans.</li><li>• Prepared detailed functional specification documents and use cases to ensure alignment between business needs and technical implementation.</li><li>• Worked closely with development teams to clarify requirements, resolve issues, and ensure deliverables met stakeholder expectations.</li><li>• Led user acceptance testing (UAT) and product validation processes to guarantee quality and functionality.</li><li>• Assisted in creating product documentation, training materials, and demos for partners and vendors.</li><li>• Managed API testing, documentation, and integration support for external partners, fostering seamless collaborations.</li><li>• Monitored project progress, reported on milestones, and maintained strong relationships with partners, vendors, and internal teams.</li></ul>		
2023 April – 2024 June	<b>Sr. Technical Coordinator/ Product Officer</b>	<b>Fintech Solutions Pvt. Ltd.</b> Gairidhara, Kathmandu
2023 Jan – 2024 March	<b>Technical Coordinator/ Product Officer</b>	<b>Fintech Solutions Pvt. Ltd.</b> Gairidhara, Kathmandu
<ul style="list-style-type: none"><li>• Collaborated with product teams and inter-departments to define comprehensive SPEC documents, including flowcharts, user stories, acceptance criteria, product decisions, facts, and wireframes.</li><li>• Provide Technical support to the cross-functional team and external partners when required.</li><li>• Collaborate with product team and inter-departments to define SPEC Documents with flowcharts, user stories, acceptance criteria, product decisions, product facts, wireframes, and any other relevant information.</li><li>• Follow product roadmaps and development plans.</li></ul>		

- Conduct market analysis and existing trends.
- Monitor and report on project progress and issues.
- Prepare detailed functional specification documents and use cases.
- Work closely with development teams to ensure requirements are understood and met.
- Participate in user acceptance testing (UAT) and product validation.
- Assist in the preparation of product documentation and training materials.
- Collaborate with outsourced service providers for any product support and changes.
- Conduct API testing and document preparation for integration of partners and vendors.
- Provide a demo to partners for the integration.
- Stay updated on industry trends and market developments.
- Maintain balanced relationships with Partners, vendors, and cross-functional teams.

2021– 2022

**Product Implementation  
Specialist**

**Sarvanam Software Pvt. Ltd.  
Dillibazar, Kathmandu**

- Meeting with clients following the sale of software packages to collect data and other information required to customize software systems.
- Creating a project plan for each client, detailing the tasks that need to be completed for the timely installation of customized software systems.
- Communicating with clients throughout the software customization process to obtain feedback and approval.
- Customizing software systems based on clients' individual needs and specifications.
- Educating clients on how to use purchased software systems and customized system features.
- Creating a specialized document for each client, detailing all customizations made.
- Installing customized software systems and all necessary components.
- Ensuring that the project team is aware of key deliverables and project milestones.
- Providing cost and time estimates to clients who require additional customizations to be done.

2019– 2021

**IT Officer**

**Temple Tree Resort & Spa  
Lakeside, Pokhara**

- Provide first-line technical support to end-users via tickets, email, or in-person interactions.
- Provide assistance to users seeking technical support for desktop and application-related issues.
- Conduct troubleshooting processes and to identify the root cause through best practice diagnostic techniques, available data, research, and customer input.
- Research and implement IT security and processes.

- Develop familiarity with IT asset management systems to track and manage hardware and software inventory.
- Develop and update processes and procedures, and effectively communicate technical materials and documentation.
- Grant least privilege access to resources upon formal request from supervisors.
- Undertake other duties and projects as assigned by management.
- Automate the day-to-day Infrastructure IT tasks.

2015 – 2017

**IT Officer**

**Central Palms Hotel**

New Road, Narayanghat, Chitwan

- Provide first-line technical support to end-users via tickets, email, or in-person interactions.
- Provide assistance to users seeking technical support for desktop and application-related issues.
- Conduct troubleshooting processes and to identify the root cause through best practice diagnostic techniques, available data, research, and customer input.
- Research and implement IT security and processes.
- Develop familiarity with IT asset management systems to track and manage hardware and software inventory.
- Develop and update processes and procedures, and effectively communicate technical materials and documentation.
- Grant least privilege access to resources upon formal request from supervisors.
- Undertake other duties and projects as assigned by management.
- Automate the day-to-day Infrastructure IT tasks.

## RELEVANT SKILLS

---

- Technical: JSON/Rest API Testing, SOAP API Testing, POSTMAN, JIRA, Mikrotik Router (Managable Devices), Requirements Gathering, Functional Specifications, Use Case Development, Market Analysis, UAT
- Professional/Social: Teamwork, Communication, Leadership, Organization, Problem-solving, Attention to detail, Stakeholder Management
- Languages: Nepali (Native), English (Fluent), Hindi (Fluent)

## EDUCATION

---

- 2019 **Bachelors in Computing** The British College (Kathmandu, Nepal)
- 2013 **Diploma in Computer Engineering** Pokhara Engineering College (Pokhara, Nepal)
- 2010 **School Leaving Certificate** Ekata Shishu Niketan (Ratnanagar, Chitwan, Nepal)

## REFERENCES

---

Mr. Ram Krishna Kandel  
**HR & Admin Manager**  
Temple Tree Resort & SPA  
Email: [Ramkrishna.k@templetreeneepal.com](mailto:Ramkrishna.k@templetreeneepal.com)  
[hr@templetreeneepal.com](mailto:hr@templetreeneepal.com)

Mr. Navin Raj Gautam  
**Director**  
Sarvanam Software Pvt. Ltd  
Email: [navin@sarvanam.com](mailto:navin@sarvanam.com)