Raja Limbu

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Professional Summary

IT professional with **3+ years of hands-on experience** in system management, technical support, and software development. Adept at troubleshooting complex IT challenges, designing user-centric solutions, and collaborating with teams to optimize infrastructure. Combines technical expertise with a passion for empowering users through training and secure, efficient systems.

Professional Experiences

Assistant IT Officer
Grande International Hospital | 2022 – 2025

- **Technical Support & Training:** Serve as the primary point of contact for 300+ hospital staff, resolving 50+ monthly IT inquiries across hardware, software, and networks. Through proactive troubleshooting and root-cause analysis, diagnosed and resolved user-related issues, such as system errors, device malfunctions etc.
- **Cloud Migration**: Collaborated with senior IT teams to migrate HIMS and email servers to cloud, improving remote data accessibility and reducing system downtime by **15%** during the transition.
- **System Integration**: Supported the integration of PACS (Picture Archiving System), accelerating medical image retrieval speed by **20%** and enhancing diagnostic workflows.
- **Infrastructure Upgrades**: Assisted in evaluating and upgrading hardware/software systems, ensuring **99% uptime** for critical clinical operations.
- **Wireless Network Maintenance**: Diagnosed and resolved issues with wireless access points (APs) across the hospital, performing resets or reconfigurations to restore connectivity. Achieved a success in resolving AP-related issues within SLA timelines.
- **Vendor Escalation & Coordination**: Acted as the liaison between internal teams and external vendors (e.g., HIMS, PACS, cloud providers, ISPs) to resolve critical system outages, reducing downtime through timely troubleshooting and escalation protocols.

Freelance Developer
KFA Business School | 2017 – 2019

- **Sales Tracking System**: Developed a full-stack PHP/MySQL system from scratch, automating manual workflows and enabling real-time sales performance tracking, **boosting team efficiency by 20%**.
- **Security & Access Control**: Implemented role-based permissions and MD5 encryption to restrict unauthorized data access and ensure compliance with data protection standards, **reducing breach risks by 40%**.
- **User-Centric Design**: Redesigned the UI/UX after interviews and usability testing, simplifying report generation and search functionality.
- **Dynamic Reporting Features**: Added filters (bank branch, date range, staff member) to reduce report creation time by **30%**.
- **Training & Adoption**: Authored user manuals and led workshops for users, achieving **95% adoption** within 2 months.

Education

B.Sc. (Hons) Business Computing & Information Systems
Softwarica College of IT (Affiliated with University of Central Lancashire, UK)

High School (+2 Computer Science)
Global College of Management

Skills

- **Programming**: Python, PHP, JavaScript, HTML/CSS
- **Tools**: Microsoft SQL Server, HIMS/PACS, Visual Studio
- **Technical Support**: Desktop troubleshooting, network configuration (Wireless APs) and troubleshooting
- **Soft Skills**: User training, cross-functional collaboration, problem-solving

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Additional Details

- **Languages**: Fluent in English and Nepali.
- **References**: Available upon request.