

# 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 Experience

### Assistant IT Officer

Grande International Hospital | 2022 – 2025

- **Technical Support & Training:** Served as the primary point of contact for 300+ hospital staff, resolving 50+ monthly IT inquiries across hardware, software, and networks.
- **Cloud Migration:** Collaborated with senior IT teams to migrate HIMS and email servers to the cloud, improving remote data accessibility and reducing downtime by 15%.
- **System Integration:** Supported PACS integration, accelerating medical image retrieval speed by 20% and enhancing workflows.
- **Infrastructure Upgrades:** Assisted in upgrading systems, ensuring 99% uptime for critical operations.
- **Wireless Network Maintenance:** Resolved AP issues, restoring connectivity within SLA timelines.
- **Vendor Coordination:** Acted as liaison with vendors (HIMS, PACS, ISPs), reducing downtime.

### Freelance Developer

KFA Business School | 2017 – 2019

- **Sales Tracking System:** Developed a PHP/MySQL system to automate workflows, boosting efficiency by 20%.
- **Security & Access Control:** Implemented role-based permissions and MD5 encryption, reducing risks by 40%.
- **User-Centric Design:** Redesigned UI/UX, simplifying reports and usability.
- **Dynamic Reporting:** Added filters, reducing report creation time by 30%.
- **Training & Adoption:** Authored manuals and led workshops, achieving 95% adoption in 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 & troubleshooting
- Soft Skills: User training, cross-functional collaboration, problem-solving

## Additional Details

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