

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

Current Role: Senior Executive - IT (Oct 2025)

CG Digital Park | Executive – IT (March 2025)

- **Technical Support:** Provide hands-on and remote technical support to over 300 users across 50+ branches nationwide. Acting as the primary point of contact for resolving issues related to computers, peripherals, and software applications. Diagnose and resolve user-facing problems such as system errors, device malfunctions, and application crashes ensuring minimal downtime and smooth daily operations.
- **Remote Support:** Delivered consistent remote assistance to staff located outside the main valley area, supporting teams across geographically dispersed branches. Used remote access tools to troubleshoot and resolve issues efficiently, ensuring that all employees—no matter their location—received timely and effective support.
- **Hardware & Software Support:** Offered comprehensive support for desktops, laptops, printers, and other peripherals, ensuring all devices were functional and up to date. Handled software installations, updates, and troubleshooting for operating systems and hospital-specific applications, helping users stay productive and secure.
- **Network Support:** Assist with network-related issues, including connectivity problems, Wi-Fi access, and VPN troubleshooting. Work closely with IT members to identify and resolve network bottlenecks or configuration issues, ensuring reliable and secure access to hospital systems and data across all locations.

- **User-Centered Problem Solving:** Focus on understanding the unique needs of each user, whether they were in a remote branch or the my vertical. Conduct root-cause analysis to prevent recurring issues and provide clear, practical solutions helping staff stay focused on their assigned task rather than technical challenges.
- **Cross-Location Collaboration:** Support a nationwide network of branches and service centers, ensuring consistent IT service delivery regardless of location. Collaborate with local teams and leadership to maintain system reliability and improve user experience across all 50+ branches.

Relocation of unit post-disaster: In collaboration with IT members, relocated workspace in four different locations for four different units. The tasks included network planning, router, switch and AP configuration, user setups in Active Directory (AD) etc.

Assistant IT Officer

Grande International Hospital | Feb 2022 – March 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.
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Education

B.Sc. (Hons) Business Computing & Information Systems

Softwarica College of IT (Affiliated with University of Central Lancashire, UK)

High School (+2 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.