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.