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.