Ram P Chapagai

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https://reewajc.github.io/

TECHNICAL KNOWLEDGE AND SKILLS

Operating Systems: Windows, UNIX/Linux, Mac OS, Android, iOS
Technical Support: Installation, Configuration & Troubleshooting of Hardware & Software
Languages and frameworks: C#, Java, JavaScript, HTML, CSS, XML, ASP.NET, Bootstrap
Database Management: SQL, MySQL, MS Access, MongoDB, SSMS
Applications: MS Office (Word, Excel, PowerPoint, Outlook), MS Dynamic CRM, Azure DevOps, TargetProcess
Cloud: Azure and AWS
Mobile Development: Swift, Dart, Flutter, Xamarin, XCode
IDEs and Text Editors: VS Code, Visual Studio, IntelliJ IDEA, WebSphere, Android Studio
Certification: Parasoft dotTest Certified

EDUCATION

BS in Computer Information Systems — Application Development
Bellevue University, Bellevue, NE   Expected Graduation Date: December 2021
GPA to date: 3.9/4.00

Associate of Applied Science – Computer Programming
Southeast Technical Institute, Sioux Falls, SD   Aug 2017 - Dec 2019
GPA: 3.94/4.00

PROFESSIONAL EXPERIENCE

Software Developer Intern   Feb 2020 – Present
Capital Services, Sioux Falls, SD

- Used Parasoft code analyzer to find and fix the security issues in the code
- Developed and ran the Unit Test
- Modified the code without changing the functionality to make it PCI-DSS and OWASP compliance
- Used Azure DevOps server to collaborate with team projects
- Maintained, modified, and devised new and existing .NET application, integrated with SQL server store procedure for the backend
- Revised application to log the exception that could expose sensitive information to the Log file

Software Support Specialist   Mar 2020 – Jan 2021
CHR Solutions, Sioux Falls, SD

- Researched, recreated, discovered, and resolved issues by drafting simple to complex SQL queries to resolve issues
- Reduced the clients' trouble tickets by 20% by determining their user stories
- Improved various SSRS reports meeting the business need of the clients
- Eliminated the manual SSRS report generation by implementing the subscription features
- Designed and developed the store procedure that reduced the number of trouble tickets turn in by client by 90%
- Fixed the layout problems, added and removed components from ASP.NET web apps
- Expedited and fixed the issue with the web portal and IIS server issue
- Worked with Microsoft Dynamic CRM to load, update, and resolve trouble tickets
- Prioritized and resolved the client's critical tickets
- Worked with SSIS for Datawarehouse project
- Collaborated with cross-functional teams (DevOps, Activation, and Engineering) to develop code, perform debugging, and create multi-sequence test cases

Application Developer (Internship)   Jan 2019-Apr 2019
Smithfield Foods, Sioux Falls, SD

- Team Projects
  - Trained, tested, and deployed a machine learning model using TensorFlow and Python
  - Developed a program to count hogs using computer vision to eliminate human error and increase accuracy
- Independent Projects
  - Created User Interface to present immediate information to end-user using Ignition Designer
  - Designed Yield Calculator Application using MYSQL, Python, and Ignition Designer
  - Wrote Python scripts to load and parse SQL statements for CRUD operation

References Available Upon Request