

RISHI THAPA
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Farnborough, GU14 Hampshire

PROFESSIONAL SUMMARY

Telecom engineer seeking junior software developer role with four years of experience managing network infrastructure for BT Openreach; recognised for achieving a 90% first-time task rate while enhancing customer engagement over six months. Ability to contribute positively to team dynamics and maintain a respectable work ethic.

WEBSITES, PORTFOLIOS, PROFILES

- LinkedIn => <https://www.linkedin.com/in/rishi-thapa/>
- Portfolio => <https://ris3-dev.github.io/Portfolio/>
- GitHub => <https://github.com/ris3-dev?tab=repositories>

PROJECTS

Applications

- Produced an engaging web development portfolio utilising HTML, CSS, JavaScript, and React; identified three primary factors contributing to slow load times during troubleshooting sessions resulting in a performance boost of 8 seconds.
- Developed a JavaScript-based calculator application capable of executing fundamental arithmetic operations, ensuring high accuracy in data transfer while improving user interface design based on feedback from 25+ users.

WORK HISTORY

Advanced Telecom Engineer | BT Openreach

Oct 2020 - Nov 2024

- Managed network infrastructure for 100+ clients and private sectors, ensuring seamless service delivery through effective relationship building while reducing downtime and enhancing overall customer satisfaction.
- Resolved technical issues via remotely and face to face on site which simplified operational efficiency benchmarks positively impacting customer satisfaction ratings over six consecutive months.
- Collaborated closely with team members, managers, and engineers to identify key areas for improvement which contributed directly to rectifying the three leading causes of customer dissatisfaction within six months.
- Established comprehensive safety protocols for underground work environments, enabling seamless onboarding of five newly hired engineers into ongoing projects without incidents or delays while monitoring industry standards and regulations.

Customer Sales Representative | Cooperative-Foods - Farnborough

Mar 2018 - Oct 2020

- Initiated and cultivated relationships with regular clientele leading to a measurable increase of over 10 new users on feedback surveys weekly with the help of collaboration with the management team.
- Analysed a comprehensive scheduling system that tracked key deliverables weekly; accelerated on-time task completion by at least 40%, through consistency of work, responsibility, and support.
- Implemented stock replenishment initiatives that identified inefficiencies, resulting in a reduction of processing times by over two hours per week which contributed to the budget.
- Coached 5 new team members and launched a mentorship program for new joiners from customer service to managing stock inventory which led to reduced errors and complaints from customers.

Customer Service Sales Representative | Savers - Aldershot

Feb 2018 - Mar 2018

- Ensured strict compliance with company policies while handling sensitive information, conducting weekly audits that sustained flawless records with zero breaches for six months.
- Executed stringent procedures for handling food inventory including accurate recycling waste management and enforced export control regulations compliance during a six-month audit period without incidents.
- Collaborated with the head of engagement team which helped identify three major areas needing improvement within preexisting protocols, including efficiency, accuracy and increased on-time deliveries by 15%.

EDUCATION

JustIT Training Ltd - London

Oct 2024 - Jan 2025

Digital Skills Boot Camp: Software Development

- A 12-week intensive boot camp covering the fundamentals of Software Development.

Sixth Form College - Farnborough

Jul 2017 - Jun 2019

A Levels: IT, Business, Health & Social

- BTEC Level 3 IT Diploma (Merit), Business (Distinction), Health & Social (Distinction)

Fernhill School - Farnborough

Jun 2014 - Jul 2016

7 GCSEs:

- C grade in subjects including Mathematics, English and IT

TRAINING AND EDUCATION

- JustIT Training Ltd, London, mastered the concept of web and app development.
- Completed a 15-month apprenticeship as a level 2 Telecom Field Operative at BT Openreach, acquiring essential knowledge in networking, data centres, and troubleshooting.

INTERESTS HOBBIES ACHIEVEMENTS

Committed to continuously learning and improving technical development skills while self-learning online such as building user-friendly web applications, testing & modifying codes focusing on browser computability focusing on professional growth. Keen to apply transferable skills from customer service and telecommunications to application support engineering, focusing on problem-solving and project management. Open to relocation for the right opportunities.

SKILLS

- | | |
|---------------------|------------------------|
| • HTML | • Microsoft Suite |
| • CSS | • Microsoft 365 |
| • JavaScript (ES6+) | • Adobe Suite |
| • Python | • MySQL |
| • Adobe Suite | • GitHub |
| • Visual Studio | • Debugging Techniques |
| • React | • Windows OS |