

## Summary

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I am a CSE graduate and experienced Information Management & IT skills with 4 years of expertise in designing and managing data systems to boost efficiency and decision-making. I am skilled in data analysis, database management, and creating accessible reports and dashboards. A collaborative problem-solver committed to improving workflows and ensuring data accuracy and security.

## Experience

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### **Information Management Officer, Aasaman Nepal USAID Equity and Inclusion in Education**

**September 2023 to Dec 2024**

- As an Information Management Officer, I lead projects, coordinate data flow, and ensure effective communication across teams. I handle video editing, design graphics (banners, logos, presentations), and set up email templates for the organization. I troubleshoot and resolve desktop, laptop, and network issues, manage email systems, and address hardware and software problems. I also ensure smooth data collection and storage processes for various programs.
- I deploy, configure, and maintain IT systems, including networks, servers, and databases, ensuring optimal performance through troubleshooting and ongoing maintenance. I coordinate with partners and suppliers to deliver IT services that align with organizational needs. I monitor IT systems and security, providing analytical reports on data, and performance metrics. Additionally, I oversee the inventory of IT equipment, anticipate supply needs, and alert teams.
- I support staff as well as other projects partners with capacity-building initiatives, ensuring efficient use of IT applications. I collaborate with teams to integrate digital solutions, such as kobo tools, Power BI, forms, SharePoint, Whiteboard, Power Automate, Graphic tools and ArcGIS, into program workflows. I also prepare statistical reports and research measures to meet the required standards.
- I deploy and configure website updates and all other social media platforms of organization for project activity and events updates.

#### **Key Skills:**

- Project leadership and team coordination.
- Web development (WordPress, JavaScript, HTML, CSS)
- Graphic design and content creation, IT troubleshooting (desktop, laptop, network).
- Email and system setup and support

### **IT Officer D-Code Technology (Debajyoti Group)**

**February 2022 - July 2023**

- In my role as a Software Deployment & Troubleshooter, I was responsible for the installation, integration, and maintenance of various hospital management systems, including Electronic Medical Records (EMR). I worked on server integration and the seamless installation of software across multiple platforms, ensuring that the hospital's information systems were fully functional.
- I was responsible for troubleshooting software-related issues that arose within the hospital's systems. Whether remotely or on-site, I utilized various channels to investigate and resolve complex issues, ensuring minimal downtime and disruption to patient care services.
- In addition to technical troubleshooting, I documented common client issues, frequently asked questions, and solutions to create a self-service knowledge base, empowering end-users to resolve issues on their own. I also ensured the quality of data collected in various projects, developing systems to analyze and report on project performance, and continuously improving data collection methods to ensure accuracy.
- Managed the integration of patient portals, enabling access to lab and radiology reports.
- Monitored data quality across projects and systems, developing solutions to track, analyze, and report on system performance.
- Worked with cross-functional teams to ensure the smooth implementation of digital registries, improving patient care and data management.

#### **Key Skills:**

- System deployment and integration (EMR, LIS, RIS, PACS)
- Software installation and server integration

- Data quality management and reporting
- Knowledge base creation and documentation
- Patient portal management and integration
- Software troubleshooting (remote and on-site)

#### IT Officer

Nepal Press & Max Digital Tv

November 2020 – December 2021

- Network troubleshooting – Diagnosed multiple problems and providing stability to the network .
- Hands-on-experience: Firewalls, Network-based and Host-based IPS, Web and Vulnerability Assessments. Coordinate with other entities on issues and vulnerabilities.
- Integrate and share information with other analysts and other teams. Network design – created networks design and implementation guides for HQ Diagnosed the Network for performance and optimized it multiple times.
- I monitor all the equipment like computer, printer, camera and do troubleshooting if seen problem in them. I monitor the internal network of the Nepal Press media for smooth operation by configuring the router and switches along with network design.
- Looks after the Multimedia , new room for live news cover and social platforms, an also looks after the news information posts on website update.
  - Desktop support.
  - Network support.
  - Hardware troubleshooting
  - Technical support for employees.

#### Education

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- **Master in E-Governance**  
Nepal Open University, Manbawan, Lalitpur, Nepal October 2023- Running
- **Bachelor of Computer Science and Engineering**  
Southeast University, Dhaka, Bangladesh 2016- 2020

#### Training & Certification

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- 1. International Youth Camp**  
Organizer: Department of Youth Development and Track Nepal  
Duration: Seven Days
- 2. Advanced Microsoft Excel**  
Organizer: Southeast University ,CPDS Department  
Duration: Two Days
- 3. Model United Nation**  
Organizer: MUN Club , Southeast University  
Duration: Two Days
- 4. Skill Development & Google Survey**  
Organizer: CPDS , Southeast University  
Duration: Two Days

#### Languages

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Maithili (Native), English (Advance), Nepali (Advance) ,Hindi (Basic), Bengali (Basic)

## Skills

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### Technical Skills:

- Proficient in Microsoft Office, Microsoft 365, HTML, CSS, JavaScript, Python, PHP, WordPress, and MySQL (intermediate).
- Experienced in Linux server installation, web servers, and networking tools like Fortinet, Sophos, McAfee, and Cyberoam.
- Skilled in cybersecurity, including threat detection, VPNs, and proxy management.

### Professional Skills:

- Strong knowledge of monitoring, evaluation, and learning as well as protection and safeguarding principles.
- Experienced managing workshops and events with excellent communication and problem-solving skills.
- Fluent in English and Nepali, capable of communicating technical information to both technical and non-technical audiences.
- Well-versed in Office packages and HR software management.