Internship Report

# Abstract

Technical support within the NEPSE Trading Management System (TMS) is vital to the smooth operation of Nepal's securities market. This role entails diagnosing and resolving issues related to user access, trade executions, settlement discrepancies, system performance, and API connectivity. Support teams assist brokers, traders, and investors by troubleshooting login problems, transaction errors, and latency issues, while ensuring compliance with NEPSE protocols. Through proactive monitoring, timely updates, and system enhancements, technical support improves platform reliability, data integrity, and user satisfaction.  
  
Keywords: TMS, SQL, NEPSE, SSH, Jenkins, RabbitMQ, Technical Support

# Acknowledgement

I extend my sincere gratitude to Mr. Ishan Maharjan, my mentor at Yco Solutions, whose guidance, encouragement, and support played a vital role throughout my internship. I would also like to thank the technical support team and all my colleagues for their collaboration and insights, which enhanced my learning experience.  
  
My appreciation also goes to Yco Solutions for offering me the opportunity to gain real-world experience in technical support. I am thankful to my internship supervisor for their feedback and mentorship during this period.