

SURAJ TAMANG

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PROFESSIONAL SUMMARY

Aspiring IT professional passionate about automation, cloud infrastructure, and data-driven systems. Currently working as a DevOps Engineer at Wimslab, managing CI/CD pipelines, deployment automation, and scalable cloud infrastructure. Previously, I served as an SEO Specialist Intern at Mindrisers, gaining expertise in analytics and content strategy, and as a Senior Customer Service Lead at Foodmandu and Bhojdeals, exceeding satisfaction targets through performance optimization. I thrive on problem-solving, innovation, and continuous learning—aiming to leverage my technical and analytical skills to drive efficiency and business growth.

PROFESSIONAL EXPERIENCE

DevOps Engineer: Wimslab	Present
<ul style="list-style-type: none">Designed and maintained CI/CD pipelines using Jenkins and GitHub Actions for seamless deployments.Automated build, test, and deployment workflows with Docker and Kubernetes.Monitored and optimized cloud performance using Grafana and Prometheus to ensure high system availability.Implemented Infrastructure as Code (IaC) with Terraform to streamline and scale server provisioning.	
Lead Customer Service Representative: Foodmandu	2023 – 2024
<ul style="list-style-type: none">Leveraged analytical skills to optimize processes and ensure data-backed solutions.Transformed QA judging strategy boosting customer satisfaction. Driven by data analysis and Excel expertise.Motivated and guided team, fostering a collaborative and high-performing environment.	
SEO Specialist and Digital Marketer: Mindrisers (Internship)	2024 – 2024
<ul style="list-style-type: none">Demonstrated leadership qualities while still a student, nearly stepping in as a teacherAchieved top ranking record in an SEO advertising the ‘Flutter Course’ within 5 days of blog publication. Additionally, developed an interactive theme and content for Mindrisers.Secured an internship at Mindrisers before coursework completion.	
Customer Service Representative: Bhojdeals	2021 – 2022
<ul style="list-style-type: none">Resolved complex customer inquiries and complaints, ensuring timely and positive resolutions.	

- Managed and motivated a team of customer service representatives, fostering a positive and collaborative work environment.
- De-escalated challenging situations with empathy and professionalism.

EDUCATION

Herald College Kathmandu, Gyaneshwor
Bsc (Hons) Computing

2021-2025

Herald Secondary School, Basundhara
Science Stream, 3.25 GPA

2022

Nijamati Residential School, Dhankuta
3.75 GPA

2020

Mindrisers Institute of Technology
Course Taken: Digital Marketing

2024

TECHNICAL SKILLS & OTHER

- DevOps & Cloud: Docker, Kubernetes, Jenkins, GitHub Actions, Terraform, AWS
- Programming: Python, Java, JavaScript, C, C++
- Data & Analytics: SQL, Data Visualization, Excel
- SEO & Marketing: SEO, Web Analytics, Content Marketing, Email Marketing

SOFT SKILLS

- Creativity
- Critical Thinking
- Project management

- Problem - Solving
- Adaptability
- Manipulation
- Strategic Communication