

# SURAJ TAMANG

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## PROFESSIONAL SUMMARY

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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

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### DevOps Engineer: Wimslab

Present

- 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

- 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

- Demonstrated leadership qualities while still a student, nearly stepping in as a teacher
- Achieved 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

- 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

<b>Herald College Kathmandu, Gyaneshwor</b> Bsc (Hons) Computing	2021-2025
<b>Herald Secondary School, Basundhara</b> Science Stream, 3.25 GPA	2022
<b>Nijamati Residential School, Dhankuta</b> 3.75 GPA	2020
<b>Mindrisers Institute of Technology</b> 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