

EDUCATION

- **Bachelor of Science in Computer Information Technology** May 2023
Minnesota State University, Mankato GPA: 3.4
 - Graphic Design (Minor)

SKILLS

- **Programming languages:** Python, C#, ASP.NET, Arduino, CSS
- **Operating Systems:** Windows, Linux, macOS
- **Integrated Development Environment (IDE):** PyCharm, Visual Studio
- **Graphic Design tools:** Adobe Illustrator, Adobe InDesign, Adobe Xd, Adobe Photoshop, Adobe Lightroom
- **Web Development:** HTML, CSS
- **Certification:** CompTIA Security +, Agile Fundamentals, ITIL, Service Now Fundamentals
- **Application Admin:** Ad Manager, Aims Citrix, Alert Media, Bright Pattern, Info Bip, M365, Navitaire, Net Tracer, Okta, Send Word Now, Service Now, UltiPro, Vonage, World Tracer

WORK EXPERIENCES

Sun Country Airlines Minneapolis (Service Desk Technician and Product analyst)

IT Administrator

Jan 2022 – Present

Service Desk Technician

- Providing Pilot, Attendants and employees with new hardware and software by upgrading and configuring it.
- Providing daily operational support, administration and maintenance using ServiceNow.
- Giving administrative access, setting up user accounts and controls for shared files and folders.
- Running diagnostic tests and debugging methods to cut down on computer faults.
- Terminating the employees, providing door access, unlocking the account, and resetting multi-factor authentication.
- Answering employees' calls and assisting them in resolving issues related to Airlines Application.
- Creating methods for data retrieval and recovery.
- Creating and implementing effective mechanisms for end-user feedback and error reporting.
- Keeping up with IT administration innovations, changes, and improvement.
- Reimaging laptops and mini, employee IT setup and installing application according to the position.
- Prominent level of customer satisfaction through proper telephone techniques and responding with the appropriate amount of urgency to user problems.

Product Analyst

- Act as a liaison between the company and ServiceNow stakeholders to coordinate platform enhancements, updates, and vendor communications.
- Analyze business requirements to design, configure, and implement ServiceNow solutions, including Case Management, IRM, and Service Catalog items.
- Build and maintain core modules to align with business processes and compliance standards.
- Create Service Catalog items with workflows, approvals, and automation to improve efficiency.
- Manage Knowledge Base content, structure, and access throughout its lifecycle.
- Control user roles, permissions, and groups to support secure, role-based access.
- Perform instance upgrades, patches, and maintenance to ensure system health and performance.
- Configure notifications, SLAs, and business rules to support operational requirements.
- Support onboarding of new teams or departments into ServiceNow by setting up relevant modules and access.
- Conduct training sessions and create user guides to help teams navigate and use ServiceNow effectively.
- Work with IT and business teams to integrate ServiceNow and lead UAT (User Acceptance Testing) for new features.

Minnesota State University (Lead Information Technology Student Consultant)

IT Administrator

Mar 2021-July2023

- Monitoring and maintaining networks and servers.
- Creating a ticket and escalating it to Tier 3 Authorities according to different classifications and assigning it to team.
- Upgrading, installing, and configuring new hardware and software to Faculty and Staff.
- Giving administrative access and adding printer control to StarId.
- Assisting the front desk agents to troubleshoot the problems related to StarId and university websites.
- Performing diagnostic tests and debugging procedures to reduce computer errors.
- Taking customers' phone calls and helping them resolve their technology related problems.
- Developing data retrieval and recovery procedures.
- Training and monitoring other student consultants' calls, tickets, chat, and operation.

Royal Bank of Canada, RBC Wealth Management (Technology and Operation)

June 2022 – Dec 2022

Business Analyst

- Joining and contributing to team ceremonies following agile frameworks.
- Collaborate with the UX and Product teams to scrutinize proposed product enhancements and help converge to optimal solutions.
- Work with enterprise tooling for platform development such as: GitHub, Jira, Confluence.
- Create confluence page to provide content for Agile enablement Confluence and RBC Connect.
- Data Entry of projects and its investment in PV SaaS (Software as a Service) and PV on prem.
- Collecting data from project managers and reporting it to Delivery Director.
- Tableau dashboard visualizations of Agile Metric and EA Dashboard to build in Excel with pivot tables and charts.
- Creating templates for Integrated Risk profile for year Fiscal Year and providing access to the confluence page.
- Helped improve automated software and product deployments, change management, and release management solutions.
- Designed, developed, and modified software by using various programming languages depending on the need of the product.

PROJECT EXPERIENCES

Minnesota State University

Inventory Management

Aug 2021- Dec 2021

- Created a system where people can monitor the inventory.
- Automatic update on reduction and stocking of inventory.
- Individual sales recording and calculating the profit.
- Notifying the user with an alert message when inventory is less than 10.

Intersection Traffic Light

Aug 2019- Dec 2020

- Designed and developed the changing traffic lights along with the switched pressed.
- Developed a system using raspberry pi where a pedestrian can stop the traffic with the switch.
- Controls the four-way traffic and correspondently changes the light.

LEADERSHIP EXPERIENCES

NeStCom Mankato (MSU, Mankato)

Event Co-Ordinator

May 2021- April2022

- I interacted with first-year students and helped them to adapt to new situations and environments.
- Helped them find their accommodations as they first arrived at campus.
- Participated in events and programs beneficial for first-year students and guiding them through the event.
- Hosted events on the campus as a reunion on festival representing 200 Nepalese people.
- Promoted cultures and ethnicity among the Nepalese community.
- Planned and promoted events where Nepalese people engage with each other.
- Collect feedback from the members and report it to the board of directors.