

## EDUCATION

- **Bachelor of Science in Computer Information Technology**

May 2023

GPA: 3.4

Minnesota State University, Mankato

- 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.

## **LEARDERSHIP 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.