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| --- | --- | --- |
| summaryTo work in reputed company in different field of industry and learn new skills. To excel more in rendering services to the customer. To be highly professional, to be more customer oriented and maintain the success of company as well and good interpersonal communications. Hardworking, compassionate and willing to go the extra step to complete any task. You can check my website (nirajtimila.com.np) for some of my recent projects.ContactPHONE:0416 416 676Address:18 Hewitt place,minto,NSW,2566EMAIL:nirajtimila@gmail.comcontact@nirajtimila.com.npHobbiesReading books and novelsTalking with peopleTravelling to new placesPlaying football and cricketWeb development and codding**Skills and abilities:**  |  | Niraj timila**EDUCATION:**Capital HS school, koteshwor, Kathmandu, Nepal2012-201472.5%High schoolTexas College of management and IT (affiliated to Lincoln University College2014-20193.7 out of 4.0Bachelor in business administration**Central Queensland university, Australia** 2019-20215.412 / 6.00Master in information technology WORK EXPERIENCEXclusive group (Sydney, Australia) Nov 2018 – May 2021Role: Consultant and support * respond to requests for technical assistance in person, via phone, chat or email
* follow up with customers and users to ensure complete resolution of issues
* track and route problems and requests and document resolutions
* attend daily and weekly meetings

Bikalsoft Technology (Kathmandu, Nepal)Feb 2017- dec 2017Role: Web developer* Meet with clients to discuss their website design and requirements
* Create and test apps for the website, also create a prototype website using figma to demonstrate it to client.
* Work with designers, such as graphic designers, to determine the site’s layout
* Quality-test and troubleshoot the website and/or its applications in various browsers

Bikalsoft Technology (Kathmandu, Nepal)Jan 2016 – feb 2017Role: IT support **Duties and responsibilities:*** Diagnose, troubleshoot and resolve desktop, hardware and software related issues
* create, edit and maintain user accounts, mailboxes, mail contacts, distribution groups, organizational units, and access permissions.
* Set up global and local video conferencing, and audio dial-ins for end-users and clients.
* Monitoring and maintaining computer systems and networks

**Janaki technology** **Roles: Application support analyst (part time)**April 2016 – march 2017**Duties and responsibilities:** * Troubleshot and resolved application issues escalated from end users.
* Participated in daily, weekly, and bi-monthly status meetings.
* Worked with development team to assess issues and test for solutions
* Integrated application software and hardware configuration changes.

NCELL (Kathmandu, Nepal)Aug 2013- Oct 2015Role: Customer support and IT support **Duties and responsibilities:*** Keeping records of customer interactions, processing customer accounts and filing documents
* Managing large amounts of incoming calls and email enquiries, Answering detailed product and service questions
* Handling complaints, providing appropriate solutions and alternatives, Compiling reports on overall customer satisfaction
* Set up global and local video conferencing, meeting and audio dial-ins for end-users and clients.

some of the Academic project  |

**WIL JOB FINDER (Web Application)**

Will job finder is web application which can be used by student to search, view and apply the job, on the other hand employer can post the job, view application, send message for interview etc. This web application is designed by using Node JS, React JS and MYSQL database.

**DON’T FALL (GAME)**

DON’T fall is the simple ball game which basically consists of two level, the game is build in unity using C#.

**STUDENT MARKER (JAVA DESKTOP APPICATION)**

STUDENT MAEKER is desktop application which manage the marks and grades of student of a university. The Application is build using java and MYSQL database.

**Library management System (JAVA Desktop Application)**

LMS is also desktop application which record borrower name, issue date and expected return date. Other features are notification alert of overdue books, profile for borrower. The application is too build using java and JDBC database.