

RAMAK MAHARJAN

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GitHub: github.com/romakmaharjan | Portfolio: mr-romakportfolio.netlify.app

PROFESSIONAL SUMMARY

IT Support Officer with hands-on experience in system operations, web development, and software support within healthcare and NGO sectors. Skilled in troubleshooting, QA testing, WordPress development, and client coordination with the ability to deliver efficient and reliable technical solutions.

EDUCATION

Bachelor of Information Management (BIM)

St. Xavier's College, Maitighar, Kathmandu

Tribhuvan University | 2015 – 2019

TECHNICAL SKILLS

- IT Support & Systems: Hardware/software troubleshooting, network support, Windows & Ubuntu management
- Web Development: HTML, CSS, JavaScript, PHP, WordPress
- Database & Tools: SQL, GitHub, Jira, Trello, Odoo, ERPNext, OsTicket, AI Agent
- Design & Documentation: Canva, Figma, Microsoft Office Suite

CERTIFICATION

PHP & Laravel Training Program – IT Training Nepal (2024)

PROFESSIONAL EXPERIENCE

System Operations Executive – Narmada Infosys (2025 – Present | Part-Time)

- Monitored daily workflow operations and conducted overall system QA using ERP platform tools.
- Served as the primary client communication point, providing technical support and ensuring smooth coordination.
- Delivered product presentations and live demonstrations to clients, explaining system features and business solutions effectively.

Operation IT Support Officer – Mavorion Systems (2024 – 2026) (Full – Time)

- Provided technical support for Dolphin Hospital Management Software.
- Conducted QA testing, bug reporting, and software documentation.
- Coordinated with developers to resolve software issues and improve system performance.
- Supported live deployment in Teaching Hospital (TUTH), Norvic, UCMS, and Bhaktapur Cancer Hospital.

IT Support Officer – NFCC Nepal NGO (2022 – 2024) (Full – Time)

- Developed and maintained websites for organizational operations.
- Managed survey data using Kobo Toolbox.
- Supported UNICEF Oky Nepal project through IT coordination and system management.
- Provided hardware, software, and network troubleshooting support.

Web Designer Intern – Gamenic Nalamiz Pvt. Ltd. (2020 – 2021) (Full – Time)

- Improved website responsiveness and UI design.
- Resolved frontend issues using optimized CSS practices.
- Assisted developers with optimization and debugging tasks.

FREELANCE CONTRIBUTIONS & PROJECTS

- Portfolio Website – psherpa.me
- Organization – Narmadainfosys Pvt. Ltd.
- Travel Company – wilderness-outdoors.com
- Non-profit Organization – goodworksonearth.org
- Café Website – Chiyasagar.com
- Organization – SathiSolutions.com

PERSONAL STRENGTHS

- Strong communication and teamwork
- Problem-solving and analytical thinking
- Adaptable and quick learner
- Organized and detail-oriented