

Karma Raj Chaudhary

Kalanki, Kathmandu

karma.kc72@gmail.com, 9868456497, <https://www.linkedin.com/in/karma-raj-chaudhary-43bb1317b/>

Objective

- To be professional and competent under the influence of dedication and determination.
- To keep on learning and gaining experiences through work related activities and self-learning.

Education

Kathmandu Engineering College, Tribhuvan University Kalimati, Kathmandu

- BE in Electronics and Communication Engineering ,2070-2074, 68%

Sudurpaschimanchal Academy, HSEB Dhangadhi, Kailali

- +2 Science, 2068-2070, 74%

Training

- CCNA course at Voest Alpine Technology, Kathmandu
- Various online courses from NetworkKing, Omnisecu.com, docs.microsoft.com/learn etc. on Information security, Network security, Azure administrator, Azure Security Engineer etc

Work Experiences

1. Dahua Technology Pvt Ltd. , Technical Engineer

Employment Period: January 2021- Present

Responsibilities:

- Cooperate with sales team on marketing activities, provide effective presentations and demonstrations, and help customers to understand Dahua Company and Dahua Products.
- According to project requirements and tender, analyze the practical needs of customers, design and provide the project solution, work with sales team to ensure project achievement, manage different project progress and project status.
- Provide training to customers in different cities in Nepal to help them know more about Dahua products and improve technology knowledge.
- Introduce products and features to customers, help customers to select and configure products.
- Understand and consolidate customer requirement about products, feedback to product manager for product improvement.
- To coordinate HQ internal resources, communicate with product managers and R&D team.
- Help Customer solve technical problems.

2. Marpha Tech Pvt Ltd. , Network Engineer

Employment Period: July 2019- Aug 2020

Responsibilities:

- Maintaining and administering computer network and related computing environments including system software, application software, hardware and configurations.
- Performing disaster recovery operations and data backups when required.
- Protecting data, software and hardware by coordinating planning and implementing network security measures.
- Troubleshooting, diagnosing and resolving hardware, software, and other network and system problem.
- Designing, configuring and testing networking software, computer hardware and operating system software.
- Setting up user account creation, activation, deleting, permission and password on Microsoft Azure..
- Demo presentation of ERP to prospective clients
- Assisting & collaboration in management through Microsoft Teams and Office 365

3. Sipradi Trading Pvt. Ltd. via ITLinx Pvt. Ltd, Network Support Engineer

Employment Period: September, 2018 – July, 2019

Responsibilities:

- Network device like Router, Switch, Server configuration, Installation and monitoring.
- Active Directory user, computer management.
- Email box management.
- End user call/ticket support
- Installing new software, new hardware (servers, printers, computer workstations etc.)
- Setting up user accounts, permissions and passwords on Active Directory
- Assisting and coordinating with field team for fixing network faults and network maintenance
- Technical support for end point user regarding network issues.
- Training staffs on troubleshooting and new system via remotely and directly.
- Log of the Network incident and downtime.
- Branch visit for faulty network device replacement and troubleshoot.
- Keep documentation of all devices IP address, devices configuration backup like router, switch.
- Coordinating with ISP regarding network down, network performance, new link connection and termination.

4. Vianet Communication Pvt. Ltd, L1 Support Executive

Employment Period: January, 2018 – December, 2018

Responsibilities:

- Directly interact with the client for troubleshooting, diagnosing and resolving network problems.
- Receive inbound requests through channel like phone, web form, email and chat

- Logs, categorize prioritizes, tracks and routes incident reported by the clients.
- Tracks the ticket until successfully resolved.
- Manage incidents as agreed in documented SLA (Service Level agreement) timeline.
- Supports client on router configuration, username password change, slow internet, IPTV configuration etc.
- Work closely with System, Network troubleshooting team in order to resolve complex support issues needing multi-discipline approach.
- Responsible for communicating filed/network/systems incidents update received from different sources.
- Provide coaching and training on performance and expectation

Projects Involved

1. Minor Project

- Junkiri lighting system using 5-5 timer (Used for lighting system)
- Arduino Radar (It detects the obstacle nearby certain range)

2. Major Project

- Face detection and tracking system using image processing (It detects the human being faces and kept characteristics of different faces)

3. Mobile App

- Marpha e-school ERP App (For teachers and parents)
 - School information management app

4. ERP Software

- Marpha e-school ERP (School/College Resource Management Software)
 - Information, user, inventory, accounts, transport, tasks, payroll, fees, exam, management etc.

Related Skills

- MS Word, Excel, PowerPoint and Outlook, Office 365, Microsoft Teams
- C, C++
- Windows server 2003,2008
- Windows server 2012 R2
- MS power shell, MS Active Directory, SharePoint
- Microsoft Azure
- Cisco router, switch (all series), Sophos firewall, Cyberoam router configuration
- Virtual box, Linux
- Microsoft dynamic NAV
- Routing and switching (LAN, WAN), VPN, Firewall
- MATLAB

Language spoken and Ability

- Nepali, English, Hindi, Tharu, Maithili, Doteli (Speak, Read and Write)

Extra-Curricular activities & achievements

- Bungee jumped off 75m high suspension bridge at High Ground Adventure Nepal, Pokhara (2019)
- Participation in free dental camping collaboration with Himal Dental Hospital (2014)
- Participation in Largest human made national flag event (2014)
- Participation in Student Council Election (2073)
- Participation in Blood Donation Event by NCRS (2072)

References

- **Diwakar Chaurasiya**
 - Senior Manager IT, Sipradi Pvt. Ltd., Teku, Kathmandu
 - Mobile: 9801069585 Email: diwakar.chaurasiya@sipradi.com.np
- **Saurab Basnet**
 - CEO, MarphaTech Pvt. Ltd., Thapathali
 - Mobile: 9851143735 Email: saurab.basnet@marphatech.com

Strengths

- Ability to solve the problem efficiently having analytic skill.
- Good team player and have excellent interaction skill to coordinate and work within a team.
- Action and solution oriented with the ability to inspire others.
- Proficient in English.
- A proactive person with the high level on integrity & honesty.

Interests

- Yoga
- Reading
- Sports
- Adventure

