Bidhan Ghimire

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Professional profile

Head of IT Department at Royal Multipurpose Cooperative Society Ltd. Experience includes troubleshooting application, account, hardware, and connectivity issues; using the CBS vendor's ticketing system; preparing user guidance; and coordinating technical escalation. Contributes to IT policy improvements, security audits, and management decisions on technology modernization. Independently maintains a Linux VPS and develops client websites and internal tools using AI-assisted development.

I bring experience in quality assurance, inventory coordination, teaching, software sales and customer service. I am interested in technical support and ICT roles that value practical troubleshooting, clear documentation and user communication.

Professional experience

Head of IT Department

Royal Multipurpose Cooperative Society Ltd., Basundhara, Kathmandu

2081/10/09 BS - Present

- Oversee IT operations and technical support across the corporate office, branches, service centers, and Agriculture Resource Center, supporting the availability and security of business systems.
- Troubleshoot hardware, software, network, and connectivity issues; coordinate with relevant vendors on faults requiring specialist support, upgrades, or service restoration.
- Use the CBS vendor's support ticketing system to report issues, coordinate escalation, and follow up on resolution; provide direct support to colleagues within Royal.
- Administer Synergy Tech CBS accounts, teller roles, permissions, and transaction limits; maintain access logs and supervise daily, monthly, quarterly, and annual closing operations.
- Oversee Royal Smart Banking and related digital services, including transaction verification and settlement reconciliation involving Connect IPS, eSewa, Khalti, and other integrated platforms.
- Maintain oversight of backups, secure digital records, access controls, and recovery arrangements for core banking and other business-critical applications.
- Help implement and revise IT policies and contribute to security audits and improvements to system security practices.
- Participate in management discussions and recommend improvements to IT infrastructure, operational processes, and systems modernization.
- Support the rollout of SMS banking, tablet-based collections, QR payment and receipt systems, and inter-cooperative payment services; provide staff guidance and technical support.
- Prepare IT procedures, manuals, and user guidance; manage the organization's website, email, internet services, and digital communication channels.
- Support procurement through technical requirements and vendor evaluation; coordinate with banking software, accounting, billing, messaging, and email service providers.
- Develop internal tools using AI-assisted development, including file compression, watermark removal, file conversion, password generation, and password vault applications for everyday operational needs.

Independent Website Development and Hosting

Freelance

- Delivered three paid website projects: aecsnepal.com, c15jeansnepal.com, and prof-dr-mandirashahi.com.
- Managed domain and hosting arrangements independently and maintain a Linux VPS used to host client projects.
- Use AI-assisted development alongside knowledge of system architecture, security principles, and basic programming to build and maintain practical applications.

Quality Assurance Intern

Kantipur Media Group

Approximately six months

Completed a QA internship relevant to the requirements of the bachelor's program, gaining practical experience in a professional software quality assurance environment.

Consultant, Health Supply Inventory and Distribution

Project collaboration involving Helen Keller Intl and Nepal's Ministry of Health and Population

Six months

- Supervised inventory received through the health supplies project and reviewed documentation sent by the Department of Health Services.
- Coordinated inventory allocation and distribution to hospitals, organizations, NGOs, and INGOs under departmental oversight.

Software Sales

Neoteric

Approximately two months

Promoted hotel management software to hospitality businesses in Kathmandu and Lalitpur and communicated software offerings to prospective customers.

Content Writer

Top Nepal International / PlayersWiki.com

Wrote website content and developed professional written communication skills.

Substitute Science Teacher, Grades 11 and 12

Temporary teaching assignment

Approximately two months after graduation

Developed classroom communication skills and experience explaining concepts to students.

Barista

The Bakery Cafe, Jawalakhel

Approximately one year

Applied barista training in a customer-facing role and strengthened service and teamwork skills.

Sales Assistant

Baskin-Robbins

Approximately two months

Gained early professional experience in customer service and retail sales.

Education

B.Sc. (Hons) Computing

IIMS College, Kathmandu | UCSI University, Malaysia

Graduated 2024

CGPA: 2.88

Higher Secondary Education (+2), Science

Tops Higher Secondary School, Pokhara
CGPA: 2.59

School Leaving Certificate (SLC)

Tops Higher Secondary School, Pokhara
GPA: 3.30

Technical and professional skills

- Troubleshooting and user support: Application, account, hardware, printer, router, Wi-Fi, and internet connectivity issues; staff guidance and training.
- Ticketing and documentation: CBS vendor support tickets, escalation and follow-up; IT manuals, standard operating procedures, and user guides.
- Systems and security: CBS administration, user permissions, access logs, backups, digital records, recovery procedures, IT policy improvements, and security audit support.
- Linux and hosting: Linux VPS management, domains and hosting, terminal navigation, file systems, permissions, and log reading.
- DevOps and development: Automation and CI/CD foundations, networking basics, system architecture understanding, basic programming, and AI-assisted development.
- AWS foundations, training and labs: EC2, S3, VPC, cloud operations, RDS and basic SQL, IAM, Lambda, SQS, SNS, and API Gateway.

Projects

AECS Nepal

aecsnepal.com
Built and deployed the client's website. Host and manage it on my Linux VPS.

C-15 Jeans Nepal

c15jeansnepal.com
Built a website for a Kathmandu menswear business and handled deployment and hosting.

Prof. Dr. Mandira Shahi

prof-dr-mandirashahi.com
Created an academic portfolio and manage its hosting and maintenance.

Projects in Progress

- A hosting-provider website based on my experience managing client infrastructure.
- A SaaS platform for the everyday operations of Nepali schools and preschools.
- A mobile application for invoicing and business finances.

Training and certifications

DevOps Training

Broadway Infosys, Kathmandu
Completed a three-month program with hands-on exposure to DevOps concepts, automation, CI/CD and networking fundamentals. Certificate of completion awarded.

Barista Training

Completed practical skills training before entering hospitality employment.

Online training and digital badges

My online training includes the following nine badges recorded on my Credly profile.

LFS101: Introduction to Linux

The Linux Foundation | Issued December 3, 2025

Linux distributions; graphical and command-line interfaces; system startup and configuration; file operations and permissions; network management; basic scripting; local security, updates, root privileges, and password management.

AWS Educate Introduction to Cloud 101

Amazon Web Services Training and Certification | Issued September 23, 2025

Cloud computing fundamentals, core AWS services and cloud technical roles; creating simple cloud applications in a virtual lab.

AWS Educate Getting Started with Compute

Amazon Web Services Training and Certification | Issued October 13, 2025

Compute options and creating an Amazon EC2 compute instance.

AWS Educate Getting Started with Storage

Amazon Web Services Training and Certification | Issued October 8, 2025

Cloud storage options; storing and retrieving objects using Amazon S3.

AWS Educate Getting Started with Networking

Amazon Web Services Training and Certification | Issued October 31, 2025

Cloud networking approaches and network management using Amazon VPC.

AWS Educate Getting Started with Cloud Ops

Amazon Web Services Training and Certification | Issued December 6, 2025

AWS Well-Architected Framework and identifying AWS services for managing cloud environments.

AWS Educate Getting Started with Databases

Amazon Web Services Training and Certification | Issued December 3, 2025

Setting up an Amazon RDS database instance and using SQL commands to read and write data.

AWS Educate Getting Started with Security

Amazon Web Services Training and Certification | Issued December 3, 2025

AWS Identity and Access Management (IAM) and identifying additional AWS security services.

AWS Educate Getting Started with Serverless

Amazon Web Services Training and Certification | Issued December 3, 2025

AWS Lambda configuration concepts and the roles of Amazon SQS, Amazon SNS, and API Gateway in scaling data workflows.

These credentials reflect completed learning and assessments. AWS skills were developed through training and virtual labs.

Independent learning

I explore new AI tools and models, select models for different tasks, and have successfully run local models on a personal desktop.

I maintain private project repositories and a limited number of public repositories on GitHub. Academic transcripts, training records and additional supporting documents are available upon request.