

# Curriculum Vitae

## Sudarshan Sharma

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### ICT PROFESSIONAL HIGHLIGHTS

#### **10+ Years of working experience in ICT field.**

**Nepal Health Research Council (NHRC)**

**June 2019 to Current**

#### **IT Officer**

- Study and analyze current systems of NHRC and processes to seek the room for implementation.  
of IT platforms and tools to improve the efficiency and quality of the systems.
- Perform budgetary analysis as per the annual budget of the NHRC, value of the project/equipment and cost.
- System and Service Documentation: Develops and maintains technical instructional documentation.
- Planning/ensuring warranty and support in the purchase ICT goods and service.
- Assist procurement to align with quality and completion of project with payment terms of vendors.
- Train staffs in ICT related skills and new IT platforms and operation of devices.
- Coordinates with organization management for effective and timely delivery of technical services through regular meetings, training and process improvement planning.
- Executing/ensuring preventing maintenance plans ensuring quality assurance of equipment of devices and services.
- Plan information security policies to balance between data security and proper information flow in/from the organization.

**Robotics Association of Nepal**

**May 2018 to June 2019**

**Senior Software Engineer(Developer)**

- Work with team to help solve business problems Design, implement, test, deploy and maintain innovative software solutions to transform service performance, durability, cost, and security.
- Write modular, reusable, and excellent quality code for distributed system software in an agile environment.
- Assist in the collection and documentation of user requirements, development of user stories, make estimates and work planning.
- Provide the first level of support for any Software related issues raised by team members.
- Guide team development efforts towards successful project delivery within a specific timeframe.
- Provide technical leadership to teammates through coaching and mentorship - Collaborate with software developers, business analysts and software architects.
- Prepare reports, manuals and other documentation on the status, operation and maintenance of software.

**Huawei Technologies Nepal Co. Pvt. Ltd.**

**Aug 2017 to Apr 2018**

**Service Project Manager**

**Technical Management**

- Need to ensure the network safety by ensuring the change in the network is done with proper process and permission.
- Instruct technical team to identify the network risks and mitigate them.
- Do preparation in advance for the recovery of network incidents timely and make contingency plan for network recovery.
- Ensure each technical problem is being handled within SLA (Service Level Agreement) and meet customer requirement as per contract.

**Huawei Technologies Nepal Co. Pvt. Ltd.**

**Aug 2015 to Aug 2017**

**AMS Regional Lead**

- Prepare weekly reports for network performance review with customer(NT) that include the performance of core network, transformation system, RF analysis, Site outage and resolution, power and NEA issues.

- Design various processes MIS and systems in OWS (cloud web services) with the help of IT engineer to track the work and processes. We had designed vehicle tracking, NEA billing and expense approval system.
- Plans, orders, coordinates, and provides support to the network control area for the support of live telecom networks
- Performs analysis of local and long-distance networks to ensure network optimization and cost savings.
- Audits and manages telecommunications invoices and works with telecommunications vendors in relation to resolving billing disputes.
- Coordinates and maintains service contracts and maintenance agreements
- Supervises, trains, and evaluates telecommunications staff; ensures seamless execution of departmental policies, procedures and customer satisfaction

**Huawei Technologies Nepal Co. Pvt. Ltd.**

**March 2014 to July 2015**

**BSS Engineer**

- Troubleshoot of network issues.
- Troubleshoot of BTS related issues.
- Operations of U2000, M2000 servers
- Provide Assurance and Managed Services(AMS) support for Huawei BTS and transmission equipment for faults and alarms and their troubleshooting.
- Need to maintain and track records in Ste management system, prepare various reports like site details, transmission. RF report.

**Zamil Infra Pvt. Ltd**

**Jan 2013 to March 2014**

**PM and Quality Team Lead**

- Lead and Manage the team for Site PM
- BTS transmission, power, DG, Air Condition, site access and issues, as per Customers (ZTE/NCELL) specifications
- Preparations of various databases regarding SPM and quality to Customers(ZTE/NCELL)
- Preparation and presentations of various databases about Civil/Power/Transmission and Equipments.

**Zamil Infra Pvt. Ltd**

**Feb 2011 to Dec 2012**

**NOC surveillance Engineer**

**Troubleshoot Problems**

- When a problem impacts the IT services, had to troubleshoot the problem according to standard operating procedures. This may include coordinating with third-party vendors, customer contacts, or other IT teams.

### **Tracking all Issues**

- While responding to incidents, had to track and document all issues and resolutions in detail. Tracking and updating of various records including health of the system, performance records etc.

### **Report Incidents**

- When problems are too large or complex for quick troubleshooting, it had to escalate to management, other IT resources or 3rd party vendors for assistance in reaching a resolution. Also had to maintain ongoing communication within the team and externally, to keep all stakeholders aware of relevant, known issues and the steps being taken.

### **Maintain TMIS (Telecom Management Information System)**

- Manage all information and logs

### **Non-Technical Management**

- Need to lead manage supervise and motivate technical team.
- Need to plan and analyze the financial roadmap of the project and need to maintain good Contribution Gross Profit Rate.
- Verify invoices to be submitted to customer and track the Account receivables.
- Maintain good relationship with customer to know their business requirements and assist SSD (Service Solution Department) to find sales leads.
- Coordinate and maintain service contracts and maintenance agreements
- Supervises, trains, and evaluates telecommunications staff; ensures seamless execution of departmental policies, procedures and customer satisfaction
- Make the changes to processes, policies, and metrics to facilitate the improvement of department performance if there is requirement
- Ensure the smooth operation of spare parts management for network operations.

Beside above fulltime engagement I have been involved in part time teaching

### **Teaching experiences**

**Apr 2018 to current**

C-Programming  
OOP(C++) programming  
Computer Graphics  
Computer Graphics and Animation  
Artificial Intelligence  
Software Project Management  
Database Management System

## EDUCATIONAL CREDENTIALS

- MSc Information Communication Engineering, HIST Engineering College(Pursuing)  
*Purbanchal University*
- MBA, Welhams College  
*University of Madras*
- Bachelors in Engineering (Electronics and communication), Kathmandu Eng. College  
*Tribhuwan University*
- Intermediate Level(I.Sc), Sidhanath Science Campus  
*Tribhuwan University*
- School Leaving Certificate, Mahendranagar Higher Secondary School  
*SLC board of Nepal*

### References:

**Anil Kumar Shah**

Technical Director

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Nepal Health Research Council

Ramshahpath, Kathmandu

<http://www.nhrc.gov.np>