

# PRAJWOL DEVKOTA

**Address:** Triftstraße 1, 47533 Kleve  
**Phone:** (+49) 176 15623474  
**Date of birth:** 13/03/1997  
**Nationality:** Nepalese

**Email:** prajwol.devkota016@gmail.com  
**LinkedIn:** linkedin.com/in/ploosond  
**GitHub:** github.com/ploosond  
**Website:** prajwoldevkota.live



## PROFILE

---

A highly motivated Computer Science graduate with 5+ years of experience in technical consultant roles for reputable SaaS companies, specializing in supporting financial analysis, project management, and quality assurance initiatives. Currently pursuing a M.Sc. in Information Engineering and Computer Science, I possess strong analytical skills and expertise in IT systems and programming.

## EXPERIENCE

---

02/2022 – 05/2023

### IT Support Consultant

Kyriba | kyriba.com | Warsaw, Poland

- Served as the primary point of contact for client support queries, resolving technical issues related to Kyriba's SaaS solution.
- Provided high-quality customer service by analyzing and troubleshooting technical issues.
- Managed high-severity service requests, maintaining a 95% resolution rate within SLA and meeting resolution deadlines for critical service requests

05/2020 – 01/2022

### IT Technical Support Analyst

Trustwave | trustwave.com | Warsaw, Poland

- Managed inbound IT requests via ticketing system, emails, and phone.
- Processed TLS/SSL certificates for clients, overseeing their configuration, maintenance, monitoring, and troubleshooting.
- Contributed to the documentation of solutions and escalation procedures to ensure future support efficiency.

06/2018 – 09/2018

### Erasmus Intern

Labranda Kiotari Bay Hotel | labranda.com | Rhodes, Greece

- Acquired knowledge of hotel operations, managed social media, ensured website updates, and supported software and hardware maintenance.
- Implemented and maintained computer security protocols, database management, and confidential data handling.

02/2013 – 12/2015

### Technical Support

Big Homes Cyber Café | Kathmandu, Nepal

- Managed maintenance of computers and accessories by installing, updating, and troubleshooting software and applications.

- Provided effective solutions to customer problems while managing relationships with customers and suppliers.

## EDUCATION

---

03/2023 – Present	<b>M.Sc. Information Engineering and Computer Science</b> Rhine-Waal University of Applied Sciences - Kamp-Lintfort, Germany Field of study: Computer Science, and Artificial Intelligence
08/2016 – 07/2020	<b>B.Sc. Computer Science and Information Technology</b> University of Social Sciences - Warsaw, Poland Field of study: Computer Science

## CERTIFICATIONS

---

03/2025	Full-Stack Open
06/2020	The Modern Python 3 Bootcamp
05/2019	E-Pioneer Social Hackathon
08/2018	Erasmus Intern

## TECHNICAL SKILLS

---

**Programming Languages:** HTML, CSS, JavaScript, TypeScript, Swift, Python, MongoDB, and SQL

**Library and Frameworks:** ReactJS, NodeJS, ExpressJS, and SwiftUI

**Technical:** Git, Linux, Windows Server, Networking, Service Now, Monitoring, Ticketing, Splunk, etc.

## LANGUAGES

---

Nepali: (Native), English: (Fluent), German: (Basic), Polish: (Basic)

## INTEREST

---

Traveling, Reddit, Medium, Coding, Music, Anime, and PC Gaming

Updated on: 22/09/2024