

Support focused developer with freelancing experience across web development and platform operations. Comfortable working directly with users, diagnosing issues, setting up systems, and resolving technical queries, while also building custom features with React, Node.js, and Laravel. Experienced running client work independently from the first brief through delivery and ongoing support. Motivated by practical problem solving and by turning recurring user problems into workflow improvements that last.

WORK EXPERIENCE

Junior Software Engineer & Support08/2026 - Present

ServerOS, Remote

- Build and maintain custom features for the game server management panel, working across both the interface and the systems behind it.
- Provide hands-on support to users, troubleshooting issues, walking them through system setup, and resolving technical queries.
- Work alongside the engineering team on platform features, feeding recurring user problems back into what gets prioritised and fixed.

Admin & Support12/2025 - 06/2026

MCSets, Remote

- Guided users through store setup, resolving configuration problems and answering questions throughout the process.
- Managed user accounts and handled day-to-day administrative tasks across the platform.
- Identified friction in existing processes and proposed workflow improvements to reduce repeat support requests.

Support Specialist07/2025 - 09/2025

ServerMint, Remote

- Helped users set up ServerMint from scratch, walking them through installation and first configuration of the desktop app.
- Answered day-to-day support questions and turned recurring ones into clearer setup guidance for future users.

Founder & Freelance Developer02/2024 - Present

SubwayStudios, Remote

- Founded and run a small freelance studio delivering custom development work for clients.
- Handle projects independently from initial brief through build, delivery, and after-launch support.
- Act as the single point of contact for clients, scoping requirements, setting expectations, and resolving issues as they come up.

EDUCATION

Accounting & Computer Science04/2025 - Present

Parijat English Boarding School, Bharatpur, Nepal

SKILLS

React	Node.js	Laravel
Technical Support	Troubleshooting	Freelance / Client Work