

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 & Support

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.

08/2026 - Present

Admin & Support

DiscordJobList, Remote

- Resolve issues reported on the website, working each one through to a fix.
- Hands-on support: helping users directly, answering questions, and resolving day-to-day problems.
- Work on improving the site and finding bugs, feeding issues back into what gets fixed.

08/2026 - Present

Support & Platform Moderator

Buildnix, Remote

- Helped users with day-to-day questions and issues across the platform.
- Provided ongoing support to the product and moderated the community.

04/2026 - 07/2026

Admin & Support

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.

12/2025 - 06/2026

Support Specialist

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.

07/2025 - 09/2025

Founder & Freelance Developer

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.

02/2024 - Present

EDUCATION

Accounting & Computer Science

Parijat English Boarding School, Bharatpur, Nepal

04/2025 - Present

SKILLS

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