

KUSUM BHUJEL

Nardevi, Kathmandu,

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PROFESSIONAL STATEMENT

Highly motivated and result-oriented Project Manager with 9+ years of experience in IT companies in data entries, technical support and project management, leading cross-functional teams to deliver complex software projects within budget and on schedule. Proven ability to apply Agile methodologies, manage stakeholder expectations, and mitigate risks. Seeking to leverage my experience to contribute to the success of a dynamic organization.

CORE COMPETENCIES

- Project Management Methodologies: Agile, Waterfall
- Tools & Technologies: Microsoft Office Suit, Microsoft Dynamics CRM, Business Central
- Key Skills: Risk Management, Resource Allocation, Stakeholder Communication, Team Leadership

PROFESSIONAL EXPERIENCE

June 2024 – Present

Part-Time Operation Manager

Rationalytic Engineering Pvt. Ltd.

Duties/Responsibilities:

- **Streamline Project Operations:** Overseen day-to-day project logistics, resource allocation, and workflow efficiency to optimize project delivery.
- **Resource Management & Vendor Coordination:** Coordinated with suppliers, subcontractors, and internal teams to ensure timely material procurement and resource availability.
- **Operational Compliance & Reporting:** Maintained project documentation, monitored safety protocols, and provides regular operational reports to management.

August 2023 – June 2024

Project Manager

Dogma Group

Duties/Responsibilities:

- **Project Compliance & Coordination:** Maintained adherence to project standards and collaborated with Nepal-based teams for efficient execution.
- **Resource & Client Management:** Managed resource allocation and capacity planning, while simultaneously ensuring timely delivery and satisfaction across multiple client projects.
- **Risk Mitigation & Communication:** Proactively managed scope changes, identified risks, and provided regular status updates to stakeholders.

January 2022 – August 2023 **Associate Project Manager**
Dogma Group

Duties/Responsibilities:

- **Supports Project Execution:** Assists the Project Manager in planning, coordinating, and tracking project tasks, ensuring timely delivery.
- **Facilitates Communication:** Acts as a liaison between development teams, stakeholders, and clients, ensuring clear and consistent communication.
- **Manages Project Administration:** Handles documentation, reporting, and administrative tasks, contributing to efficient project management.

June 2021 – January 2022 **Project Administrator**
Dogma Group

Duties/Responsibilities:

- **System Installation & Support:** Configured, maintained, and troubleshoot client systems and applications.
- **Client & Issue Resolution:** Managed client interactions, logged queries, and analyzed call logs for issue trends.
- **Technical Diagnosis & Implementation:** Resolved hardware/software faults, tested new technologies, and provided post-sales support.

December 2018 – May 2021 **Managed Service**
Dogma Group

Duties/Responsibilities:

- **System Support & Maintenance:** Installed, configured, maintained, and troubleshooted client systems and applications.
- **Client & Issue Management:** Logged queries, interacted with international clients and Microsoft professionals, and analyzed call logs to identify trends.
- **Technical Problem Resolution & Implementation:** Diagnosed hardware/software faults, tested new technologies, and provided timely on-site and post-sales support.

March 2016 – November 2016 **Project Assistant**
Cloudfactory Limited

Duties/Responsibilities:

- **Project Execution & Client Communication:** Supported project managers, deployed and maintained production, and managed client interactions via email/Skype.
- **Operational Setup & Management:** Established production lines, managed payouts, and assigned/directed data review tasks.
- **Process Development & Collaboration:** Created business rules, designed data flow diagrams, and facilitated cross-departmental communication for project resolution.

July 2015 – March 2016 **Transcription and Data Review Specialist**
Cloudfactory Limited

Duties/Responsibilities:

- **Data Review:** Performed quality assurance on diverse project data.
- **Audio/Video Transcription:** Converted multimedia content into written form.
- **Project Support:** Assisted management with information gathering for projects and clients.

May 2014 – July 2014

Intern
Divinesoft Pvt. Ltd.

April 2012 – June 2015

Data Entry Specialist
Cloudfactory Limited

Duties/Responsibilities:

- **Project-Based Work:** Contributed to short-term company projects.
- **Online Data Entry:** Performed data entry via the company's UI.
- **Document Digitization:** Converted handwritten documents (receipts, census, prescriptions) into digital format.

ACADEMIC QUALIFICATION

Degree	Name of Institution	Year	Board/University
Master of Business Administration	Himalayan College of Management	2021	Infrastructure University Kuala Lumpur
Bachelor in Information Management	Prime College	2014	Tribhuvan University

ACADEMIC ACHIEVEMENTS

- Project on “Reminder System” in PHP and MySQL
- Project on Static webpage in HTML
- Project on Dynamic webpage using CodeIgniter
- Master degree thesis on “Corporate Governance Practices in Context of Nepalese Commercial Banks”

TECHNICAL SKILLS

- Project Management Tools: MS Projects, Trello, MS Dynamics CRM
- Office Tools: Microsoft Word, Excel, PowerPoint, G Suite, Microsoft Office Suite
- Programming Languages: Basic knowledge of JAVA, C, C++