

Pritam Dhungel

SOFTWARE DEVELOPER | ENTERPRISE & MOBILE SOLUTIONS

 Ramechhap, Nepal  +977 9861447869  pritamdhungel1122@gmail.com

 [LinkedIn Profile](#)

PROFESSIONAL SUMMARY

Results-driven tech professional with nearly two years of experience as a Senior Software Support Engineer at Mero Network Pvt. Ltd., specializing in ERP software solutions, network configuration, and system troubleshooting. Demonstrates proven hands-on experience in mobile application development, having contributed to local government digital initiatives. Pursuing a Bachelor of Information Technology and Management (BITM) with a strong foundation in modern software development practices. Seeking to leverage software support expertise, system logic, and mobile app development skills to transition into a **Developer** role.

TECHNICAL & CORE SKILLS

SOFTWARE DEVELOPMENT

Mobile App Development, Logic Building, Debugging, API Integration

SYSTEMS & ENTERPRISE

ERP System Implementation, Software Troubleshooting, Enterprise Support

NETWORKING & HARDWARE

Network Configuration, System Support, Peripheral Management (Printers/Routers)

LANGUAGES

Nepali (Native), English (Professional Working), Hindi (Fluent)

WORK EXPERIENCE

Senior Software Support Engineer

23 Months (Present)

Mero Network Pvt. Ltd. • Kupondole, Lalitpur, Nepal

- Managed end-to-end technical support for enterprise ERP software solutions, identifying software bugs, analyzing issues, and delivering efficient technical resolutions.

- Spearheaded system setup, network configuration, and hardware integration for diverse corporate clients.
- Collaborated with client teams to streamline ERP workflow integration, minimizing system downtime and ensuring operational continuity.
- Documented recurring technical issues, user feedback, and troubleshooting procedures to assist engineering teams in software refinement and bug fixing.

KEY PROJECTS

Mobile App Developer

'Digital Palika' – Raskot Municipality Initiative

- Developed and deployed a dedicated mobile application for Raskot Municipality under the 'Digital Palika' initiative to enhance municipal digital services and citizen engagement.
- Designed functional user interfaces and implemented key features to ensure seamless access to local government information and services.
- Performed thorough testing and debugging to maintain app stability and performance.

EDUCATION

Bachelor of Information Technology and Management (BITM)

Currently Enrolled

Shanker Dev Campus, Tribhuvan University • Putalisadak, Kathmandu

- **Relevant Coursework:** Database Management Systems (DBMS), Software Engineering, Web & Mobile Development, Data Structures & Algorithms, Network Fundamentals.