

NIROJ GAUTAM

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Portfolio: nirojgautam.com.np



PERSONAL PROFILE

IT professional with over 4 years of experience in IT support, technical consulting and project coordination. Currently studying Business Information Technology at Haaga-Helia University of Applied Sciences, majoring in ICT Infrastructures and Cloud Services. I have a background in networking and IT support, while continuing to develop my knowledge and skills across ICT infrastructure. I am particularly interested in server infrastructure, data center operations and cloud technologies, and I learn new technical systems quickly.

WORK EXPERIENCE

- Customer Service Representative** · Nordic Business Forum, Helsinki, Finland *Sep 2026*
- Provided word-class customer service experience to business professionals, worked within diverse teams.
- Project Coordinator & IT helpdesk** · Origami Technology, Kathmandu, Nepal *Jul 2020 – Dec 2024*
- Provided technical support and troubleshooting for hardware and software related issues.
 - Managed multiple projects spanning mobile apps, e-commerce sites, and digital marketing.

SELF PROJECT

- Niro OS: Neural Interface OS Concept** · niroos.nirojgautam.com.np
- Built and deployed OS-layer UX concept with an embedded LLM as the primary interface.
 - Integrated multiple external REST APIs for real-time integrations of various services.
 - Implemented a PHP heartbeat mechanism to track real-time active traffic without page reloads.

EDUCATION

- Bachelor of Business Information Technology** *Jan 2025 – Present*
Haaga-Helia University of Applied Sciences, Helsinki
Major: ICT Infrastructures and Cloud services
- Level 7 Diploma: Networking Technology Management** *May 2015 – Jun 2016*
Cornell Institute of Business and Technology, Auckland, NZ
- Level 5 Diploma: Information Technology** *Jun 2014 – Jul 2015*
National Technology Institute, Tauranga, NZ
- Highschool Diploma (HSEB)** *Aug 2011 – Dec 2013*
Capital College And Research Center, Kathmandu, Nepal

TECHNICAL SKILLS

- Cloud & Infrastructure:** Linux Server, AWS, cPanel, WHM, server management.
- Networking & Security:** Network Infrastructure, Information Security, Ethical Hacking.
- Programming:** Python, Java, HTML/CSS/JS.
- AI & Tooling:** Applied AI, workflow automation, Agentic AI architecture and systems.
- Database Management:** Relational DB, Server Management Studio (SSMS), MySQL.

LANGUAGES

English Fluent · **Finnish** A2/B1, actively developing · **Nepali** Native · **Hindi** Fluent