

# Ramij Kumar Karna

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## Professional Profile

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I am a “go-getter” who naturally loves creating impact both in terms of effective business solutions and values to people. Aiming to grow further in my abilities to deliver, both in teams (cross-culturally, cross countries) and on an individual level by delivering effective solutions to problems or opportunities. Ultimately, I want to contribute towards the betterment of the people and society.

## Values to the business (Skills)

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- Management and Leadership
- Data driven decision making and Problem Solving
- Communication

## Work Experiences

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- **CloudFactory, Associate CloudTalent Experience (April 2018 – Current):**
  - Create and improve work experience for thousands of remote and in-house employees by creating policies in lieu of national compliance and their implementation.
  - Managing a team dedicated to supporting the employees through a Help desk support system. The team was able to reach an SLA of 80% resolution (80% queries resolved within 24 hours) of all remote customer queries in the last quarter.
    - Skills and competencies required - Human Resources, Communication, Negotiations, Conflict Resolution and Management, Process Management, Project Management, Customer helpdesk
- **CloudFactory, Delivery Centre Coordinator (Aug 2017 – Apr 2018):**
  - Spin a completely new function within a department (recruit and manage a team of 5 people) that focuses on in-person support of 400 plus people 24/7 on a daily basis.
    - Skills and Competencies - Facility Management, Team Management, Job Analysis, Communication, Safety drills, Mentoring, Recruiting, Customer Service, Troubleshooting
- **CloudFactory, People Officer (April 2016 - July 2017)** My early steps into mentoring and people management where I (in the process, learned a lot myself) guided 20 or more teams (each comprising 5-8 members) into,
  - Character: Facilitate character lessons, reflections, 1:1s, two-way feedback exchange.
  - Competency: Ensuring the team members are performing as per Service Level Agreements and their queries and bottlenecks resolved. Also proactively work and guide the team members on possible performance gaps for the team.
  - Community: Drive, support, and guide Community Projects led by team members, from ideation to execution.
    - Skills and Competencies: Team Building, People Management, Problem Solving, Communication, Conflict Management, Mentoring, Community Service
- **Pioneer Solutions Nepal, Associate Business Analyst (Aug 2014 - April 2016)**
  - Understand how gas in North America moves from production sites to each consumer home, also understand the extent of risks and possible gains with changing gas prices.

- Assist Business Analyst Lead in translating all that into the product, perform functional tests, reports bugs, deviances to stakeholders. Was promoted to associate from trainee in a year.
  - Skills and Competencies: Requirement Analysis, Functional testing, Business Requirement Documents, Test and use cases, Problem Analysis.
- **APCA Nepal, Subscription Team Member (2013 December - 2014 February)**
  - Market and promote the product, fulfill the daily sales goals. Also, collect feedback on the product, assess market standing and customer experiences.
    - Skills and Competencies: Communication, Marketing, Selling

## Volunteering and Extra Activities

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- **Representative member, Club CloudFactory (Jan 2020 - Current)** Plan and execute fun and engagement activities to promote team building, culture.
- **Representative member, The Book Club, CloudFactory (Jan 2017 - Current)** Facilitate book reading and reading circles inside the company to promote learning and development
- **Secretary, Labor Relations Committee, CloudFactory (Jan 2019 - Current)** Labor Relations committee is an employee nominated group of individuals who propose and suggest improvements in employee policies and practices.
- **Board Member, Kehi Garoun (October 2019 - Current)** Propose and operationalize charity campaigns, coordinate with stakeholders for designing change in a circle of schools, and contribute in board meetings.
- **Kehi Garoun, Volunteer (October 2018 - October 2019)** Assisted in planning and supporting quarterly charity campaigns, weekly reflection session - introspection and dialogue, funding, operational and administrative duties, and organizing Annual General Meeting 2019.
- **Founding committee member, BetterNepal (2016-2017)**

## Certifications/Training

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- Onsite trainings:
  - First Aid Training from Red Cross Nepal
  - Master the MIC training from Rupantar International
  - Speed Reading by CoachmeNepal
  - Internal Company trainings/webinars - Time Management, Project Planning, Emotional Intelligence by My Emotions Matter, Process Management
- Online trainings:
  - Project Management in Development Sector by Glocal school
  - Coursera - Food and Health, Public Speaking, Professional Writing, Mediation and Conflict Management, Negotiation Strategies and Skills

## Interests

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- Settled - Books, Physical activity, Meditation/Mindfulness
- Emerging - [Podcasting](#), [scribbling](#), spending time in nature

**References:** To be provided upon request