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**HIGHLIGHTS OF QUALIFICATIONS**

* **Five years of experience in public speaking, events planning, MS Office, spreadsheets, databases and outlook email in an educational setting**
* **Human relations**, and **communication (oral and written**) abilities have been demonstrated, as has empathy and tact while dealing with clients from various **social**, **academic**, **economic,** and **cultural backgrounds**
* Strong planning and **coordination skills**, as well as expertise **prioritizing job** projects autonomously to meet regular deadlines. Proficient in the **management of projects**
* Strong **multitasking skills** in a fast-paced setting, with a strong focus on precision and detail
* Experience advising post-secondary students employing developmental, appreciative, and invasive advising approaches, with a focus on **student connection and service**
* Demonstrated ability to create and **advocate innovative solutions** to meet the requirements of students and promote their success
* Working with sensitive and confidential information while maintaining a high level of personal integrity, referring to associated policies and the **Freedom of Information Act**
* Strong working understanding of extensive prior expertise with financial transaction software
* Experience with **CRM software** (customer relationship management)
* project management, budget management, event management, independent research, and analysis
* Skilled to maintain respectful work culture across all the communities and departments at the Fleming College, exceptional client service experience, and new learning technologies experience

 **EDUCATION**

* **Wireless Information Networking**, **Fleming College January 2019-April 2020** Peterborough, Ontario (4 years)
* **Bachelor of Computer Science**, **GNDU University, India 2014 -2018**

**(World Wide Education Services Certified)** (2 years)

**RELEVANT SKILLS AND EXPERIENCE**

 **WORK EXPERIENCE**

**Professor, Fleming College June 2021 to Present**

* Preparation of course outlines and course materials as necessary and appropriate for your course of study
* Providing time for student consultation outside the classroom and administrative direction
* Evaluation of student assignments, test results, and overall progress
* Submitting grade reports by established deadlines
* Administering faculty/course evaluations, and all other duties related to end of semester completion (i.e., exams, advising, faculty-level grade appeals, etc.)

**Level 4 Senior Technical Support Specialist**, **Concentrix Technologies**  **May 2020 to Present**

* Work with the Site Support Engineering Team to resolve the Emerging Issues on customer’s devices
* Using Mac and Advanced Tools to run multiple Diagnostics Aids on customer’s devices
* Take the manager responsibilities and handle escalated problems from the Level 1, Level 2 and Level 3

**IT Service Help Desk Support Specialist**, **Fleming College**  **September 2019 to May 2020**

* Resolve software issues on student computers and laptops, including D2L, Wi-fi, Password, MS Office, Adobe Acrobat, User account, Printing, scanning, and portal
* Deploy / maintain Fleming image on all laboratory’s computers following processes generated by Enterprise desktop specialist
* Software installation and updating, hardware installation, file backup implementation, systems and applications setup

**Project Developer and Communication Officer**, **Fish ID Application,** **Fleming College** **2019-2020**

* Designed and developed the android based mobile application which will help the biologists to identify the two fish species in Ontario. Used Graphical User Interface, Python, SQL, Java, and C+ Language. Performed the duties of a communication officer to deliver the appropriate client-based needs. Managed the budget, information processing, spreadsheets, coding, and team meeting for this project

**Support Worker, Human Resources Department**, **Fleming College** **December 2020**

* Set up the 2020 files, boxed up the 2018 payroll timesheets for vault, moved 2019 payroll to lower cabinets, filed away payroll records as well as contracts and boxed up the payroll records for the 2018. Managed the entire payroll files by teaming up with the Human Resources Team

**Support Worker, I.T Duplicating Department**, **Fleming College** **October 2019**

* Data entry for the IT Duplicating Department using MS Excel. Maintained MS Office record for the $10,000 print credits utilized by the staff members. Organized the documents and filled the information on the documents such as, the person’s name, their department id and the number of black and white or colored copies the staff members requested on the Excel Spreadsheets

**VOLUNTEER EXPERIENCE**

**Campus Life Engagement Volunteer,** **Fleming College** **2019-2021**

* During the Fleming Cultural Showcase, I promoted and danced on cultural traditions through group planning and demonstration. Volunteers honored diversity and encouraged increasing participation in this event

**Mentor, Diversity and Inclusion**, **Fleming College**  **2020**

* Served as a mentor for the peer students, guided and encouraged them
* Contribute to protect the rights of students and create a good mental health environment at Campus, and volunteered at events
* Participated in weekly meetings to discuss about the opportunities to improve student’s experience

**Students Right and Responsibility Workshop,** **Fleming College** **2020**

* Participants at the workshop attended 1-2 of the Office of Student Rights and Responsibilities sessions. Conflict resolution, self-care, offering and accepting feedback, restorative practices, and/or healthy relationships were among the subjects covered in the workshops. Session participants learned how to examine their own actions, assess how their actions affect others, and collaborate with others

**International Student Services Engagement Volunteer,** **Fleming College**  **2019-2020**

* Duty to welcome the new students and serve as a volunteer in the Orientation
* Share the Fleming College experience with the students
* Socialize and share information related to campus and city

**Bell Let’s Talk,** **Fleming College** **2019-2020**

* Encouraged the mental awareness among the students at Fleming College, and promoted the idea of sharing the mental illness concerns
* The idea was to influence the students to talk about their mental health, we used a digital platform, and told them to send the reason for their illnesses on a phone number. The screen was set up in the main foyer and it displays random messages by keeping them confidential

**Waste Buddy Program, Office of Sustainability,** **Fleming College**   **2019**

* Being an active member of this environmental campaign, I encouraged students about the correct use of managing the sustainable waste and discussed about the opportunities we can utilize in the day-to-day life to be a planet saver. Shared information using banners, posters, and educational procedures