



DIVYANSHU SHARMA

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Career objectives

Aspiring for a challenging role in a renowned organization that provides ample opportunities for skill enhancement and professional growth. Seeking a position that not only enables me to contribute my expertise but also allows me to acquire new knowledge and experience. I am passionate about learning and want to be a part of a dynamic work environment that fosters continuous learning and development.

Professional Experience:

- Currently working as a team lead at A&W CA(MAPLE), utilizing culinary skills and ensuring exceptional food quality and presentation to customers.
- Previously worked as a baker & team member at Tim Hortons, where I demonstrated efficiency in managing high-volume food production while maintaining food safety and quality standards.
- Also worked as a server & customer attendant at an Indian restaurant, where I ensured customer satisfaction through attentive service and effective communication.
- With over 4 years of experience in customer service, I have gained excellent interpersonal and conflict resolution skills, ensuring customer satisfaction and loyalty.
- As a Coordinator at an educational institute (MADHAVA TUTORING FACULTY), I effectively managed administrative tasks, organized events, and provided exceptional customer service to parents and students.

- In addition, I have worked as a front desk server at an English institute, where I managed student inquiries and maintained a welcoming and positive atmosphere.
- During my time in the restaurant kitchen for 6 months, I learned the importance of time management, organization, and teamwork, ensuring smooth kitchen operations.
- As a private Science Tutor for high school students, I have utilized my expertise in Physics and Chemistry to provide customized learning plans and improve student performance.
- Also, I have been teaching Maths and Chemistry to high school students for around 4 years, helping students to achieve their academic goals through personalized attention and academic support.

Strengths:

Proficient in Microsoft applications, Linux, and web technologies.

Skilled in coding with JavaScript, C, and C++, and knowledgeable in database structures.

Maintains composure and problem-solving skills in high-pressure situations.

Possesses strong interpersonal and communication skills, including active listening.

Fluent in three languages (English, Hindi, Punjabi) and comfortable listener & learner of Gujarati.

Actively learning French to expand language proficiency.

Demonstrates a passion for learning and a high level of curiosity in every field.

Academic Qualifications

- 10th Grade - Dayanand Anglo Vedic (2018-2019) with a score of 84%.
- 11th-12th Grade - Sanmati Vimal Jain School (2019-2021).
- Completed a Beginner's Guide to C course (2021).
- International English Language Testing System (IELTS) - Scored 7 out of 9 (overall).
- Currently pursuing a Computer Programming (CPP) diploma at Seneca College {SIA} (2022-24) with a current GPA of 3.3.
- Proficient in programming languages such as C, C++, JavaScript & Python.

SKILLS

- Fluent in English, Hindi, Punjabi which enhances communication skills.
- Strong interpersonal and communication skills.
- Ability to stay calm and work through difficult situations.
- Experience in customer service for 4 years.
- Enthusiastic learner in the field of software eng