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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 listerner & leaner 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