Zeel Patel

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SUMMARY

Graduated in Computer Engineering with 2-years' experience of field work and co-op opportunities at Sheridan College's Student Affairs department and as an LW Administrative Facilitator. Key experience includes Data Analysis and Management, SharePoint Stats and Reports, Client Service, IT Support & Communications, Administration Operations - Emails and Security back-ups, and front-end troubleshooting - workshop events & announcements posting for Sheridan College's SLATE software.

HIGHLIGHTS OF QUALIFICATIONS

- Experience in Student Affairs department in a college setting, and data manipulation/stats management (SharePoint, Peoplesoft, Sheridan College portals, Sheridan College academic Logistic, Sheridan College program Requirements).
- Experience working with international student engagement/coordination in post-secondary programs (Virtual Community) under Learn Well Series, Teach Well program, Event Orientations, Experiential Learning.
- Leadership experience and teamwork practices among technical projects and assignments.
- Ability to challenge and debate issues of importance in organization while respecting others.
- Strong desire to learn new concepts or technologies.
- Proficient with MS Word, Excel and PowerPoint with analytical stats fundamentals (Pivot table, VLOOKUP).
- Facilitator experience to isolate or resolve technical issues as well as support end-user through strong customer service.
- Intermediate level troubleshooting and analytical approach on coding.
- Experience with customer/student requests, reported problems or designed solutions and commitment to student engagement or success advisory.
- Respect of all diverse opinions, values, belief systems and contributions of others; ability to interact with others in groups or teams in efficient ways.
- Preparation of various presentations or stats reports using infographic software.
- Experience in supporting huge volumes of student needs and concerns through virtual community front-line service.

TECHNICAL SKILLS

Programming Languages and Software: Java, C, C++, Database – SQL Server, Microsoft/Oracle SQL, Mongo DB, Net Beans, IntelliJ Idea community, Visual Studio, MS Office, Talend, Quartus, Wireshark, Power BI, Venngage.
Operating System: Windows 7/8/10, Linux/Unix, XP, IOS/MAC.

EDUCATION & CERTIFICATES

Computer Engineering Technology with Co-op placement | Sheridan College   Sept 2019 to Dec 2021
Advanced Diploma | 3.80/4.00 GPA

C Language and Java Fundamentals | Datapost Academy   July 2018

Languages: English, Hindi, Gujarati, Punjabi

Online LinkedIn Certificates | LinkedIn   July 2021
- Microsoft Project Management Foundation, IT Service Management, HTML, Data Visualizing and Analysis Data, Power BI.

WORK EXPERIENCE

SHERIDAN COLLEGE | Oakville, ON

Learn Well Series Support Lead
(2nd Co-op) | August 2021 – Present

- Data analysis of core stats carried out in Virtual Community (VC) of SLATE web page and Learning management systems.
- Faculty templates, banners such as tutors profile creations and informative posters using Infographic software.
- Experience with policies and procedures of student administration.
- Team Leader with experience of analytical project handling, interpersonal and coaching and advise to student (Student affairs).
- Managing Faculty of Applied Science Tech. (FAST) with 3000+ students, Student enrolment process, program development.
- Faculty program design and learning outcome development.

SHERIDAN COLLEGE | Oakville, ON

Learn Well Series – Administrative Facilitator
(1st co-op) | September 2020 – May 2021

- Strong engagement with manager for program coordination, department meetings and collaborations.
- Managed workshops and managed other VCs' day-to-day announcements, event postings, and student staff updates.
- Managed drop-in support sessions, being organized and prioritizing effective employer relation.
- Experienced deadline handling and responsibilities to work on several Q&A sessions carried out among students.
- Managed Sessions Report and Daily stats collection (SharePoint, Venngage, Canva, Power BI, PeopleSoft).
- Maintained understanding of Academic programs and new student enrolments via Sheridan Portal, Student Information System (SIS).
- Superior knowledge of student information sites (SSU, SLATE, Access Sheridan, Peoplesoft, MYOTR etc.)
- Administrative support to student, faculty, service staff and career and central IT department, campus monitoring and Client relation.

AUM ENTERPRISE - MANAGEMENT AND ACCOUNTING BUSSINESS FIRM | Gujarat, India

Office Administration and Manager service
Jan 2017 – July 2019

- Supported needs and file requirements of senior management.
- Monitoring GST Details and credit summary and updates on salesperson targets and understanding of account policies.
- Managed weekly updates of office expenses, bills, manual statements and other duties assigned.
- Communicated calls including written, oral or one-on-one and project management experience.
- Preparing invoice of products and its setup ID and Distributions, handled customer/Retailer demands in timely and professional manner.
- Manual Contracts and Trial Agreements for sales vendors and company.
- Followed client engagement procedure for further connections and ability to invite new prospective of end user satisfaction.
- Prepared invoices on products, statuses and purchased inventory among company employees and connected agencies.

PROJECTS AND ASSIGNMETS

Data Analysis & Technical Session Stats   Sheridan College | 2021
- Worked on Administration portal (Tutor Ocean) for stats collection related to attendance, appointments of tutors, scheduling timelines, profile revisions and processing, host invites and approvals.
- Worked on SharePoint (IIS) tutoring portal for session reports and survey updates, Staff/Student tutoring information, understanding of Undergraduate and Post-graduate programs' criteria and policies.
- **Technical Skills – File Management (SharePoint), Research analysis, IT support and maintenance, Database Operations, Management/Staff Supervision, Student Information System, Microsoft office suite,**

Event Coordination and Banner/Poster Creation   Sheridan College | 2021
- Created program banners and tutors' profile links to virtual communication web page (SLATE).
- Prepared banners for faculty programs and events; planned and hosted events/games under Library & Learning Services team.
- Created and posted announcements on SLATE Web Page for various faculties.
- **Technical Skills – Learning Management System, System Administration, Software Product handling, Microsoft Suit of products, Group Facilitation, Client Engagement, Career education and development.**

Learn Well Program PAL Leader (Peer Tutor)   Sheridan College | 2020
- Worked as a tutor/support staff for Faculty of Applied Science and Technology Professor – MEET tutors.
- Acted as direct contact with students in a fast-paced environment and attended to students' needs and course study approach.
- **Technical Skills – Student Advising, Graduation Policies and procedure, Communication and Customer Service, Organisational and Time Management.**