**Pranav Khismatrao**

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**Education**

**Master of Science, Software Engineering Systems** Expected Oct 2024

Northeastern University, Boston, MA GPA:4.0

Relevant Courses: Object Oriented Design, Machine Learning, Business for Engineers

**Bachelor of Engineering, Information Technology** Oct 2020

Mumbai University, India

Relevant Courses: Data Structures Algorithms, Database Management, Cloud Computing

**Profile**

To contribute to Northeastern University's Experiential Digital Global Education (EDGE) team as a Course Support Specialist, utilizing strong communication, instructional, and online learning skills to empower students and enhance their journey.

**Skills**

* Online Course Delivery
* Instruction and Assessment
* Student Mentorship
* Communication and Engagement

**Professional Experience**

**Sudesi Infotech, India October 2019**

Office Assistant

* Receive all incoming correspondence and packages and route to correct recipient
* Assist with employment payroll and scheduling
* Call clients to schedule appointments and follow-up on visit
* Greeted and assisted all visitors with pleasant and helpful attitude
* Worked with Office manager to schedule appointments and company meetings
* Provided front desk reception coverage and performed various duties such as typing, faxing, emailing, copying, and running errands

**Mumbai University, Mumbai, India August 2019**

Knowledge Management Project Assistant, ITSA Group

* Provided comprehensive course support to students as the main point of contact, ensuring effective communication and engagement.
* Coordinated and managed knowledge management projects, including the development and implementation of knowledge management systems and processes
* Designed and implemented strategies to promote knowledge sharing and collaboration among teams and departments.
* Responded to student inquiries and actively engaged with them in the discussion forum to foster a collaborative learning environment.
* Monitored and evaluated the effectiveness of knowledge management initiatives, making recommendations for continuous improvement

**Mumbai University, Mumbai, India**  August 2018

Event Organizer

* Organized Gaming Event in college fest 2019 involving multiplayer online game where students from all departments took part in.
* Designed efficient tournament match system which resulted in no discrepancy among the contestants.
* Marketed the event directly to students with clear communication and marketing skills such as creating custom banner for the event.
* Utilizing critical thinking and problem-solving abilities to identify the source of problems encountered both during the preparation and on the day of the event.