**Smriti Manandhar**

Hamilton, Ontario | 437-925-3378 |smriti.manandhar@mohawkcollege.ca

**HIGHLIGHTS OF QUALIFICATION**

Proficient in programming languages including Java, C#, PHP, Python and C++ with the ability to troubleshoot, testing and debugging.

* Strong communication and mentoring skills developed through tutoring new students at Durshikshya Education Center, Pokhara, Nepal.
* Excellent customer service skills, teamwork and problem-solving abilities with the experience of working as a front desk associate in Sheraton Hotel, Hamilton.

**SKILLS**

Programming Languages:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Java | JavaScript | C# | PHP | SQL | Python | HTML/CSS | C |

Development Tools:

|  |  |  |  |
| --- | --- | --- | --- |
| Visual Studio Code | Git/Github | Microsoft Office | IntelliJ |

**EDUCATION**

1. **Diploma of Computer Systems Technician** -**Software Support (co-op)**

Mohawk College, Hamilton, Ontario (Currently Studying)

1. **High School Diploma**

Gandaki Boarding School, Nepal

* Graduated on August 2022, with a GPA of **3.6/4.0**

**EXPERIENCE**

**Computer Science Tutor** **(June 2021 – Aug2022)**

*Durshikshya Education Center, Nepal*

* Provided tutoring for newly enrolled students in programming courses like Qbasic, python and web development language like HTML/CSS.
* Designed personalized learning materials, education resources and related exercises to support students’ individual learning needs.
* Monitored each student’s progress by preparing academic reports and providing guidance in areas where improvement was needed.
* Maintained strong communication with students to help them understand the core concepts of programming.

**Alternative Experience**

**Front Desk Associate (July 2024 – Present)**

*Sheraton Hamilton Hotel, Hamilton, ON*

* Provided outstanding customer service by ensuring guest satisfaction through efficient service.
* Managed reservations check-ins, check outs and maintaining accurate records for smooth operations.
* Communicated effectively with guests and with team members, maintaining a positive hotel experience.
* Demonstrated flexibility with strong problem solving skills by promptly resolving guests’ concerns and complaints in a respectful manner.

**Volunteering Experience**

**Leader of Student Quality Circle |** *Sainik School, Nepal*

* Led a team of students in identifying and resolving personal, academic and organizational challenges within and out of the school.
* Done mass survey of students and analyzed results to identify common issues and develop strategies to address them effectively.
* Organized and facilitated regular meetings with other members to discuss quality improvement initiatives, doing presentations and implement solutions.
* Encouraged team collaboration, developed and executed projects for enhancing student life to contribute better learning environment.

**EXTRA ACTIVITIES**

**High School Programming Group Member**  [Gandaki Boarding School, Nepal]

Collaborated with peers on various programming projects, enhancing teamwork and coding skills.