

# VIKRANT SHARMA

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## SKILLS

- Exceptional computer and analytical proficiency; knowledge of Python, Java and C programming languages, strong web development skills in HTML, CSS, JavaScript and jQuery
- Experience with Android Application Development implementing programming concepts such as event handling, widgets, Android activities and multi-threaded programming
- Strong Scripting knowledge with PowerShell, Visual Basic (VB) and Batch
- Solid understanding of Relational Database Management Systems using SQL programming
- Familiar with Visual Basic for Applications (VBA) and experienced with Microsoft Office tools such as Word, Excel, PowerPoint and Visio
- Strong interpersonal and communication skills developed as a Sales Associate
- Fluent in English, Hindi and Punjabi

## EDUCATION

### Honours Bachelor of Science in Computer Science (BSc) & Business Administration (BBA)

Wilfrid Laurier University, Waterloo, ON, September 2013 - Present

- Double degree program with co-op option

#### Relevant Assignment:

##### New Venture Project, September 2013 - March 2014

- Completed a group-based formal business report on an opportunity that fills an important gap in the e-commerce market, which we identified and formally presented our findings
- Demonstrated excellent business writing and strong business knowledge as a Group Coordinator of the project

**Relevant Courses:** Business Functional Areas, Economics, Financial Accounting, Programming, Database

## WORK AND VOLUNTEER EXPERIENCE

### Business Analyst, Sun Life Financial

Waterloo, ON, September 2016 - December 2016

- Gathered necessary data to create monthly reports and provided analysis on problematic areas, presented possible solutions and potential cost savings
- Produced vendor management reports and discovered unused servers, which were either reallocated or disposed as a cost saving method
- Automated monthly reporting using VBA, allowing reports to be generated within seconds versus hours when done manually
- Further developed communication skills by using several opportunities to present reports, new tools and collect feedback from the team including senior management
- Utilized my technical skills through scripting projects, troubleshooting issues and incident prevention to improve server patching accuracy
- Specifically developed a patching tool that scanned numerous servers and displayed various information, which streamlined server updating and provided incident prevention

### Production Support Coordinator, Sun Life Financial

Waterloo, ON, December 2015 - April 2016

- Performed problem analysis to determine root cause of business and system issues and presented options to resolve the issues
- Coordinated the resolution of the issues between all the business units
- Reviewed and executed test plans and test cases to ensure all implemented changes met the business needs
- Identified and developed opportunities for improvements to the current business and technical processes
- Implemented a Wiki-page on the intranet that showed resolutions to common problems and processes, which the team used to reference and more effectively train new hires

**IT Co-op, Agfa HealthCare**

Waterloo, ON, June 2015 - September 2015

- Managed several independent projects which aided in saving company time, such as automating processes using Batch Script and VBA that led to increased productivity
- Developed an online reporting tool using HTML and JavaScript allowing quarterly reporting to be more accurate and less time consuming
- Displayed strong communication and interpersonal skills presenting the projects
- Conveyed technical information and provided detailed instructions on projects/tools that all users could easily work with
- Enhanced technical skills working in the IT department and by being exposed to numerous information systems

**SALES ASSOCIATE, CANADIAN TIRE**

Waterloo, ON, June 2014 - April 2015

- In charge of maintaining the Tools department and helping customers
- Demonstrated attention to detail while key cutting and stocking the department
- Showed great problem solving skills when dealing with stressed customers

**GROUP LEADER, BRAHMARISHI MISSION OF CANADA**

Kitchener, ON, August 2009 - September 2012

- Displayed leadership by leading a group of children in making crafts, outdoor activities and other themed events
- Utilized organizational and time management skills in helping to organize and schedule activities

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**AWARDS**

- Awarded Ontario Scholar and received an entrance scholarship to the Wilfrid Laurier University for an above 90% average
- Received a "VIP Award" from Sun Life Financial for resolving technical problems quickly and effectively