

NASIYA SHARIF

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CAREER OBJECTIVE

- Passionate about problem solving and collaborating to help achieve a desirable goal. I enjoy brainstorming and creating solutions for clients that are effective and achievable.

EDUCATION

Master of Science in Information Technology **2019**
Kennesaw State University (GPA: 3.8)

Bachelor of Science in Human Services **2014**
Kennesaw State University (GPA: 3.6)

TECHNICAL SKILLS

- Web Development- Competent user in HTML, CSS, MySQL, JavaScript.
- Databases- SQL, able to write basic queries.

RELEVANT EXPERIENCE

KENNESAW STATE UNIVERSITY, MARIETTA, GA **2017- 2021**
ACADEMIC ADVISOR

- Maintains direct contact with over 600+ students including individuals and small groups to continuously develop action plans for academic success.
- Develops activities and workshops for targeted population.
- Collaborate with Degree Auditors to make sure that students' progress is up to date.
- Collaborate with Career Services to help students with job placement and resume building.
- Participate and support all key departments including tracking statistics, proper file documentation, departmental meetings, strategic planning and program assessment.

KENNESAW STATE UNIVERSITY, KENNESAW, GA **2015- 2017**
ENROLLMENT SERVICES SOLUTIONS ASSOCIATE

- Perform daily research by utilizing databases such as Banner, Noli, Owl Express, CRM Oracle, and KSU's website.
- Handled routine calls and email inquiries from prospective and current students for the Division of Enrollment services.
- Attended ongoing training sessions to remain up to date with policies and procedures.
- Maintain confidentiality of students records in compliance with the Family Education/Rights and Privacy Act (FERPA).

YWCA OF NORTHWEST GEORGIA, MARIETTA, GA **2014- 2015**
PROGRAM SUPPORT SPECIALIST/CASE MANAGER

- Served a diverse population and maintained equity to every client that comes through the facility.
- Supervised a 40-bed facility in order to ensure a safe environment for clients.
- Performed data entry into Apricot for crisis calls.
- Arranged travel arrangement for clients.
- Team Leader for the crises hotline staff.
- Assessed calls for imminent danger and potential admission into domestic violence shelter.

GENERAL SKILLS

- Strong interpersonal skills
- Critical thinker
- Customer service
- Self-motivation
- Multitasking
- Efficiency
- Communication
- Time management
- Quick learner