71 Charles St.

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Misha SarkarA long, thin rectangle to divide sections of the document

# SKILLS

* Understanding customer requirements
* Data collection
* Documentation and control
* Creating and making presentations
* Team player

# SOFTWARE

* Programming Languages: Python, Java
  + Developing in python to understand the fundamentals of the language and very shortly move on to build ML/AI models. Excited to work upon predictive AI and generative (LLM) AI models.
  + GitHub Repo: <https://github.com/mehersarkar>
* CRM: Salesforce
  + Built an Approval app in salesforce. The app has users enter a travel approval request with costs, it goes through an approval process where respective approvers are notified and upon approved or rejected, users are notified and follow up activities for the user are captured in CRM.
* Productivity Tools:
  + Google office management tools
* Operating Systems:
  + Mac
  + Linux

# EXPERIENCE

## Digital Classroom Services, New Brunswick, NJ *— Support Specialist*

## August 2023 - PRESENT

* Provided technical support and assistance to instructors, staff, and students using digital classroom technologies such as projectors, interactive whiteboards, video conferencing systems, and audiovisual equipment.
* Troubleshooting technical issues related to digital classroom equipment and software including diagnosing problems, troubleshooting equipment malfunctions, and resolving issues in a timely manner to minimize disruptions during classes or presentations.
* Setting up and configuring digital classroom equipment for classes, presentations, or events by coordinating with instructors or event organizers to determine specific requirements and ensuring that all equipment is properly set up and configured according to user needs.
* Always remained aware about new developments and trends in digital classroom technologies, including software updates, emerging tools, and best practices in educational technology integration by attending training sessions, conferences, or professional development opportunities to stay updated on industry advancements.
* Collaborating with other departments or teams within the organization, such as IT, instructional design, and facilities management, to coordinate support efforts, implement new technologies, and address cross-functional issues related to digital classrooms.

## Adobe, New Brunswick, NJ *— Student Ambassador*

## May 2023 - PRESENT

* Formulate a marketing plan, strategizing tactics on how to shape the program, and carry out initiatives capturing at least 250 student leads, 20 clubs, and 5 professors interested in learning more about Adobe.
* Plan and execute 4+ Adobe workshops teaching students how to best utilize Adobe applications.
* Promote Adobe through content creation and advertising through personal social media channels, driving students’ awareness and interest, leading to increased activations of free Adobe Creative Cloud at Rutgers University, and growing brand awareness.
* Act as a point of contact for students, answering questions, offering support, and providing guidance on using Adobe products effectively.
* Share student perspectives and feedback with Adobe, helping them shape future product development and improve the overall student experience.

## Ugly Dumpling, Edison, NJ *— Hostess/Cashier*

May 2023 - September 2023

* Greeted and escorted customers to their tables as soon as seating was available.
* Monitor the dining room for proper cleanliness and supply levels.
* Welcome and seat guests, and present menus.
* Prepare seat arrangements and organize reservations to ensure guest satisfaction.

## Kavayah Inc, Metuchen, NJ *— Business Intelligence and App Developer Intern*

August 2022 - Present

* Working closely with Solution architects to understand customer reporting needs and create standard Salesforce reports.
* Working with senior developers to create a basic data structure and extend the current Salesforce data model.
* Created custom fields and Objects as needed for projects.
* Built a custom App on the Salesforce Platform for Travel Approval.

## Rumi Life, Edison, NJ *— Sales Associate*

March 2022 - August 2022

* Professionally managed issues in busy, high-stress situations.
* Engage with customers to build positive relationships and lasting loyalty.
* Accurately processed POS transactions, returning coins, currency, payment cards, and receipts to customers.
* Managed returns, exchanges, and refunds in accordance with store policy.

# EDUCATION

## Rutgers University, New Brunswick, NJ *— Information Technology and Informatics, Bachelor in Science*

September 2021 - May 2025

## Metuchen High School, Metuchen, NJ *— High School Diploma*

September 2017 - June 2021

EXTRA CURRICULAR

**Delta Kappa Delta (DKD) - Social Chair & PR Chair**

I got the opportunity to serve before becoming a leader through empathy and trust. Some of my duties included

* Responsible for planning and organizing social events.
* Foster a sense of community and sisterhood among members.
* Coordinate and collaborate with DKD and other committee members for planning and execution.
* Running our social media accounts
* Making content that is creative and unique for people to see.

# LANGUAGES

* English
* Bengali