**PREETI SHARMA**

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Kitchener, N2C2L8

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**TECHNICAL SKILLS**

* Software Proficiency: MATLAB, FALCON, MS-Office
* Proficient with Microsoft Excel (statistical, financial and logical functions), Word (tables, charts), PowerPoint, SharePoint
* Basic to moderate knowledge of different programming and scripting languages such as C++, Java C#, JavaScript, VB Script, Python, XML, HTML, CSS, Bootstrap.
* Knowledge of different operating systems like windows, Linux and Mobile operating systems like Android and iOS
* Software Development Life Cycle
* Working knowledge of database technologies such as MS SQL and SQLite

**WORK EXPERIENCE**

**Team leader** Oct 2017 – Dec 2018

McDonalds at Sportsworld, Kitchener, Canada

* Helping customers through the ordering process.
* Team member job duties including operating cash register, preparing menu items and completing other assigned tasks.
* Assembling orders.
* To maintain a clean and organised work are and a presentable store environment.
* Supervise entry level employees.
* Ensure customer satisfaction.
* Answering telephones and overseeing restaurant protocols.
* Keep employees motivated, resolve conflicts and make hard decisions.

**Guest Experience Leader**

McDonalds at Sportsworld, Kitchener, Canada Oct 2017 – Dec 2018

* Greeting guests & starting conversations.
* Confidently handling guest concerns.
* Handling any concerns.
* Communicating with the restaurant team to provide feedback and recommendations.
* Offering assistance to those in need of some extra hands.

**EDUCATION**

**Post-Graduate diploma in Web Design Development** 2017-2018

Conestoga College, Kitchener, ON

Program GPA – 3.62/4.00

* Provided knowledge about Mobile, desktop and Web Design & Development.
* Covered all aspects of software testing of Web and Mobile applications.
* Covered all software security aspects to software solutions.

**Bachelor of Technology in Information Technology** 2014-2017

Punjab Technical University, PB, INDIA.

* Learnt management of computers
* Learnt programming, hardware administration, software administration, networking and network security..
* Covered subjects like RDBMS, OS,JAVA(Advanced),Networking,.

**Diploma in Computer Science**

Punjab Technical Board,PB, INDIA. 2011-2014

* Learnt creating computer programs
* Computer Architecture, Network Security and Digital Electronics.

**Projects:**

* Developed a Personal Training app which will calculate your BMI and suggest diet plan and excercises and workout routine on the basis of your choices and requirements and then helps in keeping track of it using Java, jQuery, MySQL.
* Developed a Find The Penguin game using jQuery and MySQL.
* Developed an Online Customer Portal for a clothing website using ASP.Net.
* Developed Online Customer Portal for Café Coffee Day using Android.
* Developed an Online Car Sale/Purchase using Python, Node and Express, MongoDB and Linux Operating System.

**Certification:**

* Certified in JAVA( Advanced )

**Reference:**

Available on request