

EDUCATION

Bachelor of Education (B. Ed) <i>(SNDT) Shreemati Nathibai Damodar Thackersey Women's University - Ahmedabad, India</i>	06/2010 - 05/2011
Bachelor of Computer Applications <i>Gujarat University – Ahmedabad, India</i>	06/2005 - 04/2009
Certificate of Completion-Microsoft.Net <i>Deep Dive Coding– Albuquerque, NM</i>	01/2019 - 03/2019
Microsoft Associate Technology Certified Software Development Fundamentals	06/28/2019

COMPUTER SKILLS

Languages: C#, Asp.net, Java, HTML5, CSS

Software: Microsoft Project Management, Microsoft Suite, Macromedia Flash, Microsoft Front Page, Adobe Photoshop

Database: Microsoft Access, Excel, MySQL Operating Systems: Windows, Linux, UNIX

PROFESSIONAL EXPERIENCE

Home Maker - Due to high risk pregnancy and childcare I was on carrier break.	09/2017 – 12/2018
Repair Customer Service Representative & Clerical Support AeroParts Manufacturing & Repair Inc., Rio Rancho, NM <ul style="list-style-type: none">Assisting the airline companies in processing work orders by responding in a timely fashion via email.Coordinating with core department such as the engineering team, shipping department and finance team for a smooth work flow.Developed new process in Microsoft Excel for the Engineering and shipping department which created a standardized process for all the departments, eliminating confusions and miscommunications.Provide clerical support to the Repair Customer Service Department including scanning, faxing, data management, maintain files and perform all other duties as assigned.	07/2016 – 09/2017
Customer Service Associate & Pharmacy technician trainee Walgreens, Rio Rancho, NM <ul style="list-style-type: none">Work in a busy drugstore and gaining hands-on knowledge of retail pharmacy operations.Contributed to the customer service experience Educate and enlighten customers on product prices and details.Handled issues of return, exchange, and refund Treat customers with courtesy.	01/2016 - 07/2016
Officer – Operations for Canada Visa Processing Section VFS Global Services Pvt. Ltd., India <ul style="list-style-type: none">Provided administrative & management support to the Canadian visa processing unit.Provided visa application processing services; verification, guidance and collection from individuals seeking a visa as per the embassy guidelines.Verified and Accepted Visa applications, arranged the visa file as per the embassy guidelines, entered the application details in the system, dispatched the application in a timely manner.	04/2014 - 07/2015
Private Tutor Self Employed, India <ul style="list-style-type: none">Taught computer software to students aged 7-13 like, Microsoft Excel, Word, Adobe Photoshop, HTML etc.Created lesson plans, review worksheets, and practice tests to prepare students for weekly tests.Managed overall business revenue, expenses and regulatory requirements.	07/2011 - 09/2013
Admin. Asst. to Principal & Computer Teacher ST. Kabir School, India <ul style="list-style-type: none">Provided research data and direction in developing and maintaining the best possible educational programs that optimize available human and material resources while working with supervisor to assist in the effective operation of the school.Maintained building operations and conducted teacher training to create a positive school culture.Aligned the educational programs, planed and actions to the district's vision and goals for student learning; communicates to staff and community.	09/2009 - 06/2011