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|  | **Nivedita Sharma**  sharmanivedita934@outlook.com  /  647-293-0100  Brampton, Ontario L6Y 2P4 |

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| **Summary** |

Demonstrated command of Customer Service and Computer Software. Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

Holds a Security Experience and Dispatch License.

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| **Skills** |

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| * Report writing skills * Data analytics * Project management * Customer relationship management | * Critical thinker * Extensive knowledge of Microsoft Office and can type 60+ words per minute. * Hardworking, team player, cooperative, and focused. * Extensive knowledge of IT and Computers including major Programming languages such as C, Python, Django, etc. |

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| **Experience** |

Active Security Guard *04/2021 - 11/2021*

Condominium – 3695 Kaneff Place Royale, ETOBICOKE

Mechanical Unit – Iscoca Limited, 5004 Timberlea Blvd, Mississauga

Brar’s Sweets and Snacks – 190 Statesman Drive, Mississauga

EZ Security

CDMV – 1925 Williams Parkway, Brampton

Elite Concierge Services

Evolution Condos - 5101 Dundas Street West, Toronto

Customer Service Cashier / Dollarama - Mississauga, Ontario

* Processed credit card, EBT and gift certificate payments in electronic computer systems.
* Handled customer complaints and concerns promptly, escalating complex issues to direct supervisor for quick resolution.
* Exchanged and returned items, noting details in company database and placed returned merchandise in bins for restocking.
* Maintained work area and kept cash drawer organized.

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| **Education and Training** |

Greenland Senior Secondary School - Ludhiana,Punjab  *03/2020*

High School Diploma

Seneca College of Applied Arts And Technology - North York, ON  *Expected in 01/2024*

Honours of Bachelor - Informatics And Security : Cybersecurity And Computer Programming

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| **Accomplishments** |

· Achieved a scholarship from SENECA COLLEGE ($1000/Semester)

· National Scholarship of $2500 from Indian Government

· National Level in Science Congress, India

· Top 20% in NASA's Breakthrough Junior Challenge