

# Sneha Verma

## Student

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Luther College  
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## Experience

### Luther College Technology Help Desk Student Manager (08/2019 - Present)

#### Luther College

- Assisting technicians in solving problems by guiding and mentoring them.
- Taking part in the hiring process by reviewing applications, conducting interviews, and recommending changes to managers.
- Training and mentoring new hires in the Technology Help Desk and reviewing policies to verify that they are being followed.

### Luther College Technology Help Desk Technician (08/2018 - Present)

#### Luther College

- Working with students, faculty, and staff members in solving technical (software and hardware) issues.
- Creating methods for easy access to technical information for people on campus and assisting in case of issues.

### Vagina Monologues Stage Manager (11/2019 - Present)

#### Luther College

- Keeping everything on track during rehearsals by checking on props, managing backstage and the logistics of the production.

### TEDxLutherCollege Website Manager (08/2018 - 05/2019)

#### Luther College

- Using Luther College's software to create a website with information regarding the event.
- Cooperating with all members of the organization to create a well-informed and appropriate website.

### Luther College Student Brand Task Force Member (12/2018 - 05/2019)

#### Luther College

- Creating business strategies to promote Luther College to prospective students and parents.
- Analysing data and researching to create a better understanding of Luther's current standing among students.

### Intern (06/2018 - 08/2018)

#### AIIMS Hospital, SAPNA Organization

- Assisting patient outtakes and handling administrative tasks with my fellow interns.
- Providing technical and administrative assistance to the social workers.

### Tutor (01/2018 - 08/2018)

#### Tutoring at Home

- Tutored English to children in poverty-ridden areas.

### Assistant Teacher (06/2016 - 08/2016)

#### Maiti Nepal

- Assisting the upper-kindergarten teacher in creating projects, taking care of and teaching the children.
- Handling tasks such as decorating the classroom, grading notebooks, reciting nursery rhymes, and teaching English to the students.
- As an assistant teacher, my main job was to create a safe environment for the students who either came from underprivileged households or were victims of human trafficking.

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## Skills

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### Leadership

Student manager in the Technology Help desk, stage manager of the high school drama production and the website manager for TEDxLutherCollege.

### Customer Service

Worked at the reception of the SAPNA office and am currently working at the call center and walk up desk of the Luther Technology Help Desk.

### Problem-solving

Working to solve new issues regarding hardware and software as a help desk technician and economics student.

### Programming

Studying Python, JavaScript, HTML, CSS, C, and SQL. Built a website with HTML and CSS.

### Operating Systems

Windows, iOS, Ubuntu.

## Technical Skills

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## Education

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### Luther College / Bachelor of Arts

AUGUST 2018 - MAY 2022, DECORAH, IOWA

Sophomore student at Luther College pursuing an undergraduate degree in Economics and Data Science.

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## Languages

English, Hindi

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## Conferences

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### Harvard College Conference 2020

Organized by Harvard College (14 February 2020 - 17 February 2020)

This conference is a forum for students from all around the world to interact and learn about current political, economic, and social issues facing Asia. It gives students the opportunity to learn from a diverse set of colleagues and speakers. Students are challenged in their chosen tracks through an Impact Challenge that requires them to find a resolution to an issue and present about it.