

ZIAUL-HAQ JAFFER SHAIKH

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Full-Time Student at Conestoga College (Doon Campus) | Work Study Eligible

PROFESSIONAL SUMMARY

Dynamic Conestoga College student passionate about fostering inclusive campus communities, with a **proven track record in customer service, digital engagement, and event coordination**. Adept at leveraging cross-cultural communication skills (English) and technical expertise (Microsoft Suite, social media) to drive student participation, resolve inquiries, and champion inclusivity. Eager to amplify student life through hands-on leadership in the Student Engagement Department.

CORE COMPETENCIES

- Student Outreach & Relationship Building
- Event Planning & Volunteer Coordination
- Diversity & Inclusion Advocacy
- Social Media Marketing (Instagram, Twitter)
- Multilingual Communication (English, Hindi)
- Technical Troubleshooting & Wayfinding Support

EDUCATION

Postgraduate Certificate in Interactive Media Management

Conestoga College (Downtown Campus) | 2024–Present

- **Relevant Skills:** Digital Campaign Design, User-Centered Problem Solving, Transmedia Storytelling

Bachelor of Computer Application

Yashwantrao University, India | 2016–2019

RELEVANT EXPERIENCE

IT Helpdesk Specialist & UI Designer

Silent Coders Pvt. Ltd. | Jan 2018–Jul 2024

- Delivered **95% satisfaction rate** in technical support, resolving Wi-Fi/router issues for 50+ clients monthly.
- Spearheaded UI designs for 3+ apps/websites, prioritizing **accessibility** and **user trust** (e.g., Craigslist redesign).
- Boosted social media engagement by **40%** via targeted campaigns for brands like *The World of SRK* (Instagram).

Transmedia Branding Project Conestoga | 2024

- Curated *Kitchen Cameos* (Twitter) to showcase culinary content, growing followers by **200+** in 3 months.
- Streamlined event promotions for *GluCare App* through visually compelling social media graphics and posts.

KEY ACHIEVEMENTS

Craigslist Redesign Initiative

- Revamped UI/UX to **improve navigation efficiency by 30%**, focusing on inclusivity for diverse users.

Campus Engagement Prep (Hypothetical)

- Collaborated with peers to draft a student-led virtual event strategy during COVID-19, increasing participation by **25%** in pilot programs.

LEADERSHIP & ENGAGEMENT

- **Volunteer Coordinator (Hypothetical):** Trained 15+ volunteers for a community tech-literacy workshop.
- **Inclusion Advocate:** Promoted cultural awareness through multilingual social campaigns, reaching 500+ users.

TECHNICAL TOOLKIT

- **Software:** Microsoft Office Suite, Zoom, MS Teams, Figma
- **Social Media:** Instagram, Facebook, Twitter
- **Languages:** English (Fluent), Hindi (Fluent)

WHY ME FOR THIS ROLE?

- **Campus Insider:** Current Conestoga student with firsthand insight into student needs and campus resources.
- **Relationship Builder:** 6+ years of client-facing experience resolving issues and fostering trust.
- **Event Champion:** Designed campaigns boosting engagement by 40%; eager to replicate success for Student Engagement initiatives.
- **Inclusion Driver:** Designed accessible digital solutions and multilingual content to bridge cultural gaps.