**Shriya Dahal**

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| CONTACT(510)589-8151Tracy, CASdahal4@horizon.csueastbay.edulinkedin.com/in/shriyadahal**EDUCATION****Cal State East Bay**BACHELOR OF SCIENCE,INFORMATION TECHNOLOGY2019-2021*Honors*: Dean’s List Spring 2020*Organization*: Beta Alpha Psi Candidate**Las Positas College**ASSOCIATES IN SCIENCE,BUSINESS ADMINISTRATION2016-2018Clubs: Computer Science Club, Women in STEM**ㅡ**SKILLS**PROFESSIONAL**People OperationsTime ManagementTask ManagementRelationship Management**TECHNICAL**Microsoft ExcelNetSuiteURouteSocial MediaMySQLCAPSIM**STRENGTHS**Strong Written & Verbal SkillsQuick LearnerMultilingual Detail OrientedHighly Organized | **SUMMARY**An ambitious, solutions-oriented problem solver with years of experience in Customer Service. Experience with sales, troubleshooting, technical support and customer care. Seeking a role in tech operations.**EXPERIENCE****California Food Banks Association**  *Present*Data Entry Specialist* Prepare source data for computer entry by compiling and sorting information.
* Establish entry priorities.
* Process customer and account source documents by reviewing data for deficiencies.
* Resolve deficiencies by using standard procedures or returning incomplete documents to the team leader for resolution.

**Pandemic Professor**Volunteer *January 2021 – Present** Facilitate tutoring to children in low-income communities impacted by the pandemic
* Contribute to student learning, growth, and advancement
* Collaborate with parents and teachers to evaluate student needs

**Beta Alpha Psi Tutor** Volunteer *August 2020-Present** Assisted students in ITM classes with assignments, test preparation, other academic task.
* Helped student understand key concept learned in the classroom.
* Review classroom or curricula topics and assignment

**UN Nepal, Remote**Volunteer *July 2018-Present** Collaborating with professions from the non-profit organization to locate available resources
* Developing ideas for workshops and other opportunities
* Consistently attending webinars and actively participating in workshops on health issues
* Creating infographics and posters to directly address/inform the Nepalese population on taboo subjects

**SMCP -** Sandro, Maje, Claudie PierlotSupervisor *August 2019- December 2020** Managed driving business results and store culture through process execution in the stock room and the sales floor. Includes effective leadership and coaching in the areas of selling, maintaining sales floor etiquette.
* Constructed a downtime checklist improving associate efficiency by 30%
* Driving and monitoring process execution across the store, as measured by retail excellence dashboard and company metrics. Stretched the store goal to 110%
* Resolved technical issues related to POS systems
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|  | * You live and breathe processes and operations, are meticulous about producing high-quality work, and enjoy getting into the nitty-gritty of advanced systems!
* Professional experience in a data-related field (ideally Data Operations or Data Quality)
* Client support and engagement experience resolving technical issues
* A high technical aptitude and confidence in learning data ecosystems
* Insatiable curiosity, self-motivation, and a results orientation
* Knowledge in data tools such as SQL, Excel, Salesforce, and/or Python is a huge plus
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