

Sandesh Acharya

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EDUCATION

Fanshawe College - GPA: 3.87 , London, Ontario

Diploma in Web Development and Internet Applications

Jan 2020 - Apr 2021

GPA: 3.87

Relevant coursework: Database Fundamentals, Relational Databases & SQL, Programming Fundamentals for Web Development, Front End Web Development, OOP for Web Development, Applied JavaScript Tools & Frameworks, PHP Fundamentals, LAMP, Mobile Web Development, Web Programming with XML, Web Standards, Graphics, Web Server & Network Fundamentals, CMS Web Development

PROFESSIONAL EXPERIENCE

Digital Media Specialist - Remote-Toronto, ON

Oct 2022 - Present

The Salvation Army

- **WordPress Expertise:** Proficient in developing and maintaining WordPress websites, ensuring smooth domain and site migration to new hosting environments for seamless digital operations.
- **Campaign Support:** Skilled in using marketing tools like Engaging Networks to support digital campaigns, boost outreach efforts, and maximize online engagement.
- **Multimedia Proficiency:** Experienced in editing and enhancing photos with Photoshop, and skilled at creating and editing videos, offering versatile media solutions for various projects.
- **Technical Support:** Provided reliable technical troubleshooting and assistance, ensuring smooth operation and swift resolution of digital issues across ministry units.
- **Collaboration & Communication:** Strong interpersonal skills and proven ability to collaborate effectively with diverse teams to execute successful digital initiatives.

DiliTrust - Remote - Ontario

Oct 2021 - Jun 2022

Junior PHP Developer

- **PHP Web Application Development:** Developed and maintained PHP-based web applications and systems, focusing on seamless integration with databases and third-party APIs to optimize performance and functionality.
- **Feature Design & Implementation:** Contributed to designing and implementing new features, ensuring high-quality code and adherence to best practices, improving system scalability and reliability.
- **Debugging & Troubleshooting:** Skilled in debugging and problem-solving, collaborating effectively with the development team to quickly resolve technical issues and maintain application stability.
- **Scalable Application Design:** Demonstrated knowledge of key design principles for scalable and secure applications, consistently following industry standards to enhance application performance and longevity.
- **Document Management System Development:** Played a significant role in developing a document management system, handling back-end development, integrating web services, and ensuring database connectivity, while supporting front-end developers to guarantee compatibility and smooth user experiences.

SP DATA DIGITAL - Remote - Ontario

May 2021 - Oct 2021

Telecommunications Sales & Tech Support

- **Customer Engagement & Sales:** Greeted customers in a friendly, professional manner and actively engaged in discussions to understand their telecommunications needs, offering tailored solutions to drive sales and enhance customer satisfaction.
- **Product Knowledge & Support:** Provided detailed information on telecommunications products and services, ensuring customers understood their options and assisting them in selecting the best solutions for their requirements.
- **Technical Troubleshooting:** Offered technical support by troubleshooting device and network issues, resolving customer concerns related to setup, functionality, and performance, ensuring a smooth experience with telecommunications services.
- **Accurate Transactions:** Efficiently processed sales transactions, scanning products and entering codes when necessary to ensure accurate pricing, while maintaining a high level of attention to detail.
- **Customer-Focused Solutions:** Checked on customers post-purchase, addressing any technical or service issues and reinforcing a customer-focused experience to build trust and encourage repeat business.

Eval Technologies - Kathmandu, Nepal

Feb 2019 - Nov 2019

Administrative Assistant

- **Executive Support:** Provided comprehensive administrative assistance to senior executives, managing calendars, scheduling meetings, and coordinating correspondence to ensure seamless operations.
- **Document Preparation:** Prepared, edited, and formatted documents, presentations, and reports using Microsoft Office Suite, ensuring accuracy and professionalism.
- **Travel Coordination:** Organized travel arrangements, including booking flights, accommodations, and ground transportation, streamlining executives' travel schedules.
- **Office Management:** Managed office supplies, inventory, and equipment maintenance, ensuring a well-organized and efficient workspace for optimal productivity.
- **Confidential Information Handling:** Entrusted with sensitive and confidential information, handling all matters with discretion and professionalism, maintaining a high standard of confidentiality.