

## Almeena Manal

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### HIGHLIGHTS OF QUALIFICATIONS

- **International Student Services & Customer Support Expertise:** As the International Student Recruitment Assistant, I am Trent International's first point of contact. I respond to inquiries from prospective international students to provide personalized guidance to ensure a smooth transition for incoming students.
- **Familiarity with Trent University Administrative Processes:** Well-versed in Student Accounts, Course Registration, Colleges at Trent, Student Wellness Centre, Residence Life, and other key student support services.
- **Cross-Cultural Awareness & Adaptability:** Experienced in engaging with students from diverse cultural backgrounds, ensuring a welcoming and supportive environment for international students.
- **Attention to Detail and Multitasking:** Effectively managed multiple high-priority projects, ensuring timely responses to student inquiries and maintaining confidential information with discretion.
- **Professionalism and Reliability:** Adept at working independently with minimal supervision, consistently delivering high-quality work while maintaining a student-centered, friendly, and solution-oriented approach.

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### EDUCATION (Hons.) Bachelor of Business Administration

Trent University, Peterborough, ON

June 2024 - Present

GPA: 3.9/4.0

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### RELEVANT EXPERIENCE

#### International Student Recruitment Assistant

Trent International, Trent University

September 2024 – Present

- First point of contact for prospective and incoming international students, managing inquiries through a dedicated platform for outreach and in-person interactions.
- Assisted with Trent International's outreach initiatives, developing content for the International Student Prospectus and increasing student engagement.
- Guided student accounts, course registration, student wellness resources, college life, and housing to ensure a seamless transition to university life.
- Maintained a 95% student satisfaction rate by delivering accurate and timely support.

#### Academic Advisor Assistant

Trent University

August 2024

- Assisted international students with onboarding, academic advising, and navigating Trent University's student support resources.
- Developed informational guides and FAQs, reducing student inquiries by 20%.
- Worked closely with university management to address and resolve student concerns effectively.

#### Corporate Relations Associate

Trent Business Student Association

September 2024 – Present

- Secured sponsorships and strengthened partnerships with sponsors, increasing funding for events.

- Coordinated logistics for major events, ensuring 100% adherence to timelines and budgets.
- Represented the association at high-profile sessions, promoting collaboration and inclusivity.

### **Champlain College Cabinet Secretary**

Trent University

October 2024 – Present

- Coordinated and set meetings, accurately maintained meeting minutes and distributed records before deadlines.
- Spearheaded the organization of **Winter College Weekend**, working closely with the College Office and Cabinet members to plan and execute the event successfully.
- Took charge of logistics and coordination, ensuring smooth operations on the ground during the event.
- Managed event planning, from securing venues to scheduling activities, and collaborated with students, faculty, and staff to increase student participation.
- Acted as a liaison between students, faculty, and administration, fostering a welcoming and inclusive community.

### **Orientation Team Leader**

Atilim University

September 2022 – April 2023

- Directed a team of 3 volunteers in organizing a week-long orientation for 300+ students.
- Boosted event attendance by 30% through effective communication and promotional efforts.
- Streamlined event logistics, achieving a 20% reduction in setup time.

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### **TECHNICAL SKILLS**

- **Microsoft Office Suite** – Advanced proficiency in Word, Excel, PowerPoint, and Outlook for documentation, data analysis, and communication.
- **Student Information Systems & CRM Tools** – Skilled in StarRez, CRM platforms, and data management systems to track student engagement.
- **Content Development & Digital Engagement** – Experience in social media management, video editing, and Canva for student engagement initiatives.
- **Multilingual Communication** – Fluent in English (IELTS 8.5/C2), Urdu (Native), and Turkish (Fluent).