

Fatoumata Ndiaye

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SUMMARY

- Aspiring Software Engineer with a solid educational background.
 - Proven ability to enhance productivity through effective management and support as a virtual assistant and former Sales Assistant.
 - Skilled in Microsoft Office, G-Suite, Canva, email and calendar management, and public speaking.
 - Strong communication skills, capable of forming working relationships quickly with a wide range of people.
 - Ambitious and enthusiastic, with a mature approach to life.
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EDUCATIONAL BACKGROUND

AFRICAN LEADERSHIP UNIVERSITY
Bachelor's Degree in Software Engineering

Kigali, RW
Oct 2027

AMADOU MAHTAR MBOW
School of Economics and Management

Senegal, Dakar
Dec 2023

MAISON D'EDUCATION MARIAMA BA
Social and Human Sciences - Junior High School Exit & High School Diploma

Senegal, Dakar
2015 - 2022

EXPERIENCE

Lighthouse Virtual Assists

Mar. 2024 – Aug. 2024

Virtual Assistant

Remote

- Designed a streamlined calendar management system resulting in an average time savings of four hours per week for executives while eliminating appointment conflicts through efficient scheduling practices.
- Developed an innovative ticketing approach for sorting high-volume emails; this strategy reduced the backlog from 150+ unread messages weekly down to under 20, improving overall communication effectiveness.
- Implemented a project management framework that mapped out critical milestones and task timelines, ensuring that 100% of project deliverables were met on schedule and without compromise on quality.
- Fostered strong professional-client relationships by responding to inquiries within an average of 24 hours, ensuring consistent communication and contributing to a steady increase in overall client satisfaction ratings.
- Performed essential secretarial tasks such as typing, drafting documents, and organizing files; solidified a documentation process that reduced retrieval times by 40%, enhancing overall team efficiency.

Ndey'As Company

2021 – 2023

Sale Assistant

Dakar, SN

- Analyzed social media performance metrics using analytics tools, identifying key trends that informed content strategy adjustments; insights gathered improved click-through rates by 30% and elevated overall campaign effectiveness.
- Adopted lean calendar strategies which enhanced overall executive productivity; reduced meeting conflicts by 25%, allowing leaders to allocate more time toward core decision-making activities and strategic planning sessions.
- Identified key pain points causing dissatisfaction among customers; findings were utilized to address the three biggest causes leading to increased retention rates from returning customers within six months.
- Coordinated the financial logistics for over 50 executive travel plans, optimizing itineraries and achieving a 20% reduction in travel costs through strategic vendor negotiations and efficient planning of travel routes.
- Optimized project workflows and implemented innovative email organization strategies, resulting in improved efficiency and streamlined communication.

SCHOOL GOVERNMENT

Dakar, Senegal

General Secretary

2020 - 2021

- Organized and prepared school events, ensuring smooth execution and welcoming guests.
- Facilitated effective communication between students and administration and maintained high confidentiality, professionalism, and integrity standards.

- Took comprehensive notes during meetings, contributing to accurate record-keeping and informed decision-making.

EXTRACURRICULAR ACTIVITIES

Primary School Students' Tutor at Keur Khadija	Dakar, Senegal
<ul style="list-style-type: none"> • Assisted primary school students with their academic work, focusing on challenging subjects to enhance their understanding and performance. • Prepared students for exams, resulting in improved grades and successful enrollment in top high schools in Senegal. 	
Coordinator of Cultural Week	Dakar, Senegal
<ul style="list-style-type: none"> • Organized and led the school's Cultural Week, providing students with various engaging activities to relieve academic stress and promote cultural appreciation. • Coordinated performances and interactive sessions, enhancing student participation and enjoyment. 	
E-Lab Participant at African Leadership University	Kigali, RW
<ul style="list-style-type: none"> • Demonstrated exemplary entrepreneurial spirit and innovation, being part of one of the top teams in the E-LAB program. • Participated in the E-LAB pitching competition, showcasing outstanding business acumen and successfully pitching entrepreneurial ideas. • Recognized for dedication, creativity, and commitment to excellence in entrepreneurship. 	

SKILLS

<ul style="list-style-type: none"> • Software Usage: PowerPoint, Word, Excel, G-Suite, Google Analytics, Zoom, Microsoft Suite Office, Canva, etc. • Email, Calendar & Social Media Management • Travel Arrangements & Data Entry 	<ul style="list-style-type: none"> • Public Speaking & Communication • Social Entrepreneurship & Problem Solving • Event Coordination & Content Creator • Adaptability & Continuous Learning • Listening, Teamwork & Remote Work 	<ul style="list-style-type: none"> • Python programming & Application development • Proactive & Time Management • Event Coordination & Content Creator
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INTERESTS

<ul style="list-style-type: none"> • Research, Social Entrepreneurship, Culture Valorization • Women's Empowerment, & Job Creation 	<ul style="list-style-type: none"> • Education, Healthcare, & Mental Health • Reading, Writing, Watching Movie, Sports & Learning Languages 	<ul style="list-style-type: none"> • Programming &Application development • Technology & innovation • Economics
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LANGUAGES

English - Fluent	French - Expert	Wolof - Native	Italian - Basic
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CERTIFICATIONS

- ★ ALX Virtual Assistant Training (ALX) | 2024
- ★ Certificate of Virtual Assistant Training Completion (LightHouse) | 2024
- ★ E-Lab Certificate of Achievement (ALU) | 2024
- ★ Attestation of Recognition for Restless Excellence and Continuous Learning - Mariama Ba | 2022
- ★ Voltaire Certificate, French Proficiency | 2022
- ★ GOETHE-ZERTIFIKAT A1 FIT IN DEUTSCH 1 | 2019