

Tracy Munene

<http://www.linkedin.com/in/tracymunene>

EDUCATION

Master of Science, International Political Economy

May 2023

The University of Texas at Dallas, Texas

Bachelor of Arts, International Relations

December 2018

United States International University Africa, Nairobi

Dean's list scholarship

PROFESSIONAL EXPERIENCE

The University of Texas at Dallas, Texas

September 2021– Present

Student Assistant

- Provide excellent customer service to 30+ guests per shift answering and directing inquiries to the designated department
- Maintain logbooks, including sign-in/out logs, front desk expenditures, and calls received
- Pick up and sort daily incoming correspondence and deliver sorted mail to addressees

Corporate Staffing Services, Nairobi, Kenya

February 2021 – August 2021

Recruitment Intern

- Expedited the recruitment process by assisting in the shortlisting process, participating in interviews, maintaining recruitment records, document verification as well as conducting background checks
- Ensure an ongoing relationship with the clients while developing and maintaining long-term relationships with the clients and candidates
- Prepare and submit reports on candidates who meet client requirements and present the same to the account manager

Absa Bank, Nairobi, Kenya

April 2019 – March 2020

Corporate and Investment Banking Intern

- Deliver high-quality consistent customer service by providing creative solutions which are in line with policies and processes
- Respond to 100 plus queries daily and offer support to clients regarding transactional banking products
- Monitor cash flows of 20 high-profile companies in my portfolio and maintains a regular and accurate database for bank accounts and all associate activities
- Prepare monthly status reports for all investment and banking activities

VOLUNTEER EXPERIENCE

Voluntary Services Overseas, Nairobi, Kenya

January 2019 – April 2019

International Citizen Service Volunteer

- Presented over 50 sessions on life skills such as interpersonal communication, confidence, leadership, and problem-solving, among others
- Supported innovation by improving systems of income-generating activities and developing marketing strategies and new markets
- Created awareness of government financial support services and access to government procurement opportunities for over 100 youths

ADDITIONAL INFORMATION

Technical Skills: STATA, R, Microsoft Excel, HTML, CSS, Google suite

Languages: Advanced Swahili