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UNIVERSITY OF ZIMBABWE

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Program: HCF (Cybersecurity & Forensic Audit)

Faculty: Computer Engineering, Informatics and Communication

SDO: Mrs Mukando

Assignment 3: Community service report

**To: Mrs Mukando**

**From: Mukarati Elton T R217057T**

**Date: 01 February 2025**

**Title: Skills and Experiences Gained During the Community Service Engagement at Advent Hope Academy**

Community service is an essential part of personal and professional development, providing an opportunity to give back to society while gaining practical experience. I Mukarati Elton T, completed sixty hours of community service at Bienvenue Christian School, a primary school located at 9580 Budiriro 5B Harare. The school is known for its commitment to academic excellence, and my engagement there allowed me to contribute meaningfully while developing skills relevant to my interest in Information Technology (IT).

Over the course of two weeks, I was involved in a variety of tasks that not only supported the school’s operations but also allowed me to apply my IT knowledge in practical ways. My responsibilities included assisting at the reception with the digitization of fee receipts and other payment records using basic IT knowledge. This task helped me understand the importance of revolutionizing of the technology world, which is a critical aspect of IT systems. I also supported grade 6 teachers by using spreadsheet tools to organize student marks and generate reports. This experience enhanced my proficiency in using software like Microsoft Excel, a valuable skill in the IT field.

One of the most rewarding aspects of my community service was providing tutoring to students in basic computing and hard skills (Mabasa emaoko). I incorporated IT tools, such as educational software and online resources, to simplify complex concepts and make learning more engaging. This approach not only improved the students’ understanding but also sparked their interest in using technology as a learning aid. Through these sessions, I identified challenges students face, such as a lack of familiarity with digital tools, and shared these insights with teachers. I recommended the integration of IT-based learning methods to improve student engagement and academic performance.

In addition to academic support, I assisted with running school errands, such as purchasing stationery and managing daily tasks. I used digital platforms to place orders and track resources, ensuring that materials were available when needed. This experience taught me the importance of leveraging technology to streamline operations and improve efficiency. I also participated in IT-related clubs and sports activities every Tuesday and Thursday afternoon, where I helped set up equipment and troubleshoot technical issues. This hands-on experience further strengthened my problem-solving and technical skills. My involvement in the school’s activities not only reduced the administrative burden on staff but also allowed me to interact with students and staff in meaningful ways. On my final day, the principal and school directors invited me to share my academic and IT journey during the school assembly. I spoke about how technology has shaped my education and career aspirations, hoping to inspire students to explore IT-related fields. This opportunity to address the entire school boosted my confidence and public speaking skills, which are essential for any professional, especially in the IT industry.

Throughout my community service, I gained valuable skills and experiences that are directly applicable to the IT field. My communication skills improved as I learned to explain technical concepts to non-technical audiences, such as students and staff. I also enhanced my problem-solving abilities by identifying challenges and proposing IT-based solutions. Balancing multiple tasks during my engagement taught me effective time management, a critical skill in the fast-paced IT industry. Additionally, I cultivated professionalism in my interactions and presentation, which is vital for success in any IT role. Beyond technical and professional skills, this experience deepened my sense of community and responsibility. I learned the importance of teamwork and collaboration while working with staff and students. My confidence grew as I took on leadership roles in tutoring and club activities, and I developed a strong work ethic that will serve me well in my future career.

In conclusion, my community service at Bienvenue Christian School was a transformative experience that allowed me to apply my IT knowledge in a practical setting while contributing to the school’s success. The skills I gained, including technical proficiency, communication, problem-solving, and time management, have prepared me for future opportunities in the IT field. I am grateful for the chance to make a positive impact on the school community and look forward to using these experiences to further my career in technology.