

Eric Tumu Muheki

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OBJECTIVE

I am an exceptionally motivated and proactive individual with a proven track record in delivering outstanding customer experiences.

My strong communication and interpersonal skills are key assets in my commitment to fostering lasting brand loyalty by effectively conveying and upholding the values of the brand to the company's valued customers.

EDUCATION

University of Windsor

Bachelors in Computer Science.

Windsor, Ontario – Canada

Aug, 2021 – October, 2024

SKILLS

Technical skills: C, C++, java, python, dart, MySQL, MongoDB, NodeJS, assembly, HTML5, CSS3, JavaScript, R, typescript, Windows, MacOS, Linux, Unix, Microsoft Word, Microsoft Excel, Microsoft database, Microsoft PowerPoint, Microsoft publisher, Microsoft Outlook, Agile programming, Computer Networking, IT support, User Account Management, Version Control, Cybersecurity Basics, Error Debugging, Virtual environments, API integration, STFP, VPN's, Problem solving skills, Critical thinking, Quick decision making, Software Development Life Cycle (SDLC), Kubernetes, Docker, Temporal, CI/CD

Soft skills: Communication skills, Interpersonal skills, Leadership skills, Time management skills, Problem solving skills, Empathetic skills, Quick decision-making skills, Documenting skills, Team Player, Adaptability, versatility, Stakeholder Management, Presentation skills, Customer Service, Customer Experience, On Call Rotation

EXPERIENCE

Resident Assistant at University of Windsor – Canada.

Aug, 2022 – April 2024

- Provided **immediate assistance and support** to students, addressing their needs with professionalism and empathy.
- Developed and enforced **policies to ensure safety, well-being, and a positive living environment** for residents.
- Implemented and upheld **institutional policies**, including **Equity, Diversity, and Inclusion (EDI) initiatives** and community standards.
- Delivered **peer leadership and mentorship**, guiding individuals through challenges and fostering personal development.
- Managed **conflict resolution and crisis intervention**, making quick, effective decisions in high-pressure situations.
- Led **event planning and community engagement initiatives**, creating meaningful experiences and fostering strong relationships.
- Provided **student support and guidance**, ensuring a high level of service and satisfaction.
- Participated in an **on-call rotation**, responding to urgent matters, emergencies, and resident concerns in a timely manner.

- Documented and maintained **detailed incident reports**, tracking student concerns, policy violations, and crisis interventions to ensure proper follow-up and resolution. I also compiled reports on community engagement, event participation, and residence trends, providing valuable insights to improve student support services.

Online Program Attendant at University of Windsor - Canada.

Aug, 2023 – April, 2024

- Ensured the **smooth operation of online lectures** by providing real-time technical support and troubleshooting issues during class sessions.
- Diagnosed and resolved **connectivity, audio, and video issues**, ensuring a smooth virtual learning experience.
- Conducted **quality assurance checks** to uphold high standards for online course delivery.
- Provided **student support and engagement**, assisting with platform navigation, access issues, and troubleshooting.
- Delivered **faculty training and development**, guiding instructors on online learning tools and best practices.
- Acted as a **primary point of contact for technical issues**, ensuring prompt resolution and a positive user experience.
- Collaborated with **IT and academic teams** to implement improvements in online course delivery.
- Maintained **detailed reports on technical incidents and resolutions** to improve future support and training initiatives.

Records assistant at Tumu Medical Institute - Uganda

Nov, 2018 – July, 2021

- Managed **daily record-keeping and documentation** for the institute's sales reports, ensuring accuracy and organization.
- Assisted in the **maintenance and organization of financial records**, improving data accessibility for management.
- Designed a **streamlined reporting system** for daily sales, enhancing efficiency and reducing errors.
- Utilized **Excel and data management tools** to compile, analyze, and present sales and inventory reports.
- Prepared **detailed reports and documentation** on sales trends, customer behavior, and operational insights.
- Trained staff on **customer service best practices**, leading to improved customer satisfaction and engagement.
- Collaborated with management to **develop and implement promotional strategies**, increasing customer retention.
- Ensured **proper customer service and engagement**, fostering repeat business and customer loyalty.

REFERENCES

Residence Life Lead – University of Windsor

Lynn Charron

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Residence Life Co-ordinator – University of Windsor

Trishauna Linton

trishauna.linton@uwindsor.ca