

# Eric Tumu Muheki.

## Technical Resume

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## Contact

- Email: [erictumu@outlook.com](mailto:erictumu@outlook.com)
- Phone-no: 226 526 5236

## Education

- Bachelor in Computer Science from University of Windsor (2021 – 2024)
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## Extra Curricular Activities.

- School prefect / Leader (Speaker) in Primary (Grade) school.
- Participated in the school patriotism club in upper secondary and helped in implementing community-based activities such as General school cleanups.
- Participated in school entrepreneurship club for 2 years contributing to the 7% annual increase in club sales within the 2 years of the club membership.
- Participated in the Equity, Diversity and Inclusion at the University.

## Soft Skills

- Exceptional Interpersonal Skills.
- Exceptional Team player.
- Excellent Leadership skills.
- Excellent time management skills.
- Exceptional Customer

## 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.

## Experience

August 2022 – April 2024.

### Resident Assistant at University of Windsor – Canada.

- Providing immediate assistance to students and their various needs.
- Forming policies to ensure safety and proper well being of the residents.
- Implementing school policies and activities such as Equity, Diversity and Inclusion policies, community standards, among others.
- Providing peer Leading and Mentorship to my students.
- Performing Conflict Resolution and Crisis Intervention.
- Carrying out Programming and Event Planning.
- Providing Student Support and Guidance.

- Point of sale Knowledge.
- Record Keeping.
- Problem solving skills.

### **Soft Technical Skills**

- Microsoft Word
- Microsoft Database
- Microsoft Excel
- Microsoft PowerPoint

### **References.**

- BLX Leader  
Brittney Ketwaroo(Uwindsor)  
[ketwaroo@uwindsor.ca](mailto:ketwaroo@uwindsor.ca)
- Residence Life Lead  
Lynn Charron(Uwindsor)  
[lcharron@uwindsor.ca](mailto:lcharron@uwindsor.ca)
- Residence Life Co-ordinator  
Sophia Kakonge(Uwindsor)  
[Sophia.kakonge-lamanna@uwindsor.ca](mailto:Sophia.kakonge-lamanna@uwindsor.ca)

August 2023 – April 2024

### **Online Program Attendant at University of Windsor - Canada.**

- Ensuring the smooth operating of Online Lectures.
- Troubleshooting any technical errors during the Online class times.
- Quality assurance and assessment of Lectures.
- Student Support and Engagement.
- Faculty training and Development.

April 2023 – May 2023

### **Content Creator at Frever - USA.**

- Creating engaging videos based on trending topics for social media (Tiktok)
- Reporting bugs in the app as it was still under development.
- Making daily reports and recommendations on the app and how to improve it.

January 2022 – April 2022.

### **Black Peer Leader at University of Windsor - Canada.**

- Organizing social events for students who identify as Black on Campus.
- Forming favourable policies such as inclusion for Black students on Campus.
- Acting as a role model for other Black identifying students.

November 2018 – February 2020.

### **Records assistant at Tumu Medical Institute - Uganda.**

- Daily record keeping for the institute's sales reports.
- Regular assistance in the institute's cafeteria.
- Promoted customers to regularly make purchases at the cafeteria through ensuring proper customer care provided to customers hence increasing their loyalty and satisfaction.