

Eric Tumu Muheki

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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.

E-Learning Technical Support Specialist 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.

Business & Marketing Strategist at Tumu Medical Institute - Uganda

Nov, 2018 – July, 2021

- Developed **marketing and expansion strategies**, including **community engagement initiatives, digital marketing growth, and student referral programs** to boost enrollment and institutional visibility.
- Managed **daily record-keeping and documentation** of the institute's canteen's sales reports, ensuring accuracy and organization.
- 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.
- Developed **B2B partnerships** with secondary schools and education service providers, positioning the institute's programs for students, leading to increased institutional collaborations and enrollment referrals.
- Conducted **market research** to identify student needs, competitor activities, and emerging opportunities.
- Prepared **detailed reports** on sales trends, student enrollment patterns, and customer behavior.
- Developed **promotional campaigns** in collaboration with management, increasing student retention and brand visibility.
- Led **outreach programs, traveling across the region to secondary schools** to promote the institute, conduct career guidance sessions, and attract prospective students.
- Conducted **cold calling campaigns**, reaching out to prospective students, parents, and school administrators to provide information about the institute's programs, address inquiries, and schedule follow-up meetings, resulting in increased enrollment conversions.

REFERENCES**Residence Life Lead – University of Windsor**

Lynn Charron

lcharron@uwindsor.ca**Executive Director – Tumu Medical Institute**

Johnson Tumusiime

johnson@tumumedicalinstitute.com**Residence Life Co-ordinator – University of Windsor**

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