

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, Microsoft Word, Microsoft Excel, Microsoft Database, Microsoft PowerPoint, Microsoft publisher, Trouble shooting

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

EXPERIENCE

Resident Assistant at University of Windsor – Canada.

Aug, 2022 – April 2024

- 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.

Online Program Attendant at University of Windsor - Canada.

Aug, 2023 – April, 2024

- 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.

Content Creator at Frever - USA.

April, 2023 – May, 2023

- 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.

Black Peer Leader at University of Windsor - Canada,

Jan, 2022 – Apr 2022

- 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.
- Conducted workshops on topics like diversity, leadership, and mental health for students.
- Mentored a cohort of students, focusing on academic success and personal development.
- Built partnerships with local organizations on Campus to provide additional resources for Black students.

Records assistant at Tumu Medical Institute - Uganda

Nov, 2018 – Feb, 2020

- Daily record keeping for the institute's sales reports.
- Regular assistance in the institute's cafeteria.
- Designed a streamlined system for daily sales reports, improving efficiency and accuracy.
- Trained staff on customer service best practices, resulting in improved customer satisfaction scores.
- Collaborated with management to implement promotions that drove customer retention.
- Promoted customers to regularly make purchases at the cafeteria through ensuring proper customer care provided to customers hence increasing their loyalty and satisfaction.

REFERENCES

Residence Life Lead – University of Windsor

Lynn Charron

lcharron@uwindsor.ca**Residence Life Co-ordinator – University of Windsor**

Trishauna Linton

trishauna.linton@uwindsor.ca**Program Admin. School of Social Work – University of Windsor**

Kelly Dixon

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