Menal Mohammed

(437) 224-0039 | menalmesuod00@gmail.com

SKILLS

- Excellent organization and time management skills
- Good problem-solving skills and excellent interpersonal skills
- Ability to communicate and understand students needs
- Able to actively listen to problems and identify possible solutions
- Who takes initiative and is able to adapt to different environments
- Strong ability to work and learn both independently and in a team
- Multi-lingual - English, Tigrinya, Amharic

WORK HISTORY

Peer-Assisted Study Sessions Leader | York University, Toronto , ON   **Jan 2024 - Present**

- Facilitate weekly PASS (Peer-Assisted Study Sessions) to encourage collaborative learning
- Develop and refine instructional materials for the ITEC 1620 course, emphasizing Object-Based Programming
- Attend ITEC 1620 Object-Based Programming lectures to stay current with course content
- Promote PASS sessions within the classroom environment to increase participation
- Assist students in teamwork, breaking down complex concepts, refining study techniques, problem-solving, and exam preparation

Cashier | Ryan's No Frills, East York , ON   **Aug 2021 - Present**

- Handle cash transactions with customers using cash registers
- Scan goods and collect payments, Issue receipts, refunds, change
- Demonstrated interest in customers by carefully listening to their key concerns and resolving their problem and help train new employees

Call Center Representative | KGS Research, Scarborough , ON   **Aug 2021 - Oct 2021**

- Conducting telephone surveys to clients about customer satisfaction, public policy and local issues
- Work closely with the quality control team to ensure opinions and data are collected in a neutral and unbiased manner

EDUCATION

York University | Toronto , ON   **Sept 2023 - Present**

- Currently pursuing a Bachelor of Arts Honors degree in Information Technology

Toronto District School Board | Toronto, ON   **Oct 2019 - Jun 2023**

- High School Diploma

AWARDS AND CERTIFICATES

Cedarbrae Collegiate Institute | Scarborough, Grade 10

- Outstanding Achievement in English
- Outstanding Achievement in Computer Science

Scarborough Centre for Alternative Studies | Scarborough , Grade 11

- Excellence and leadership Award