

# MONA ES-SAID

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• <https://monaessaid.github.io/Portfolio> • (917) 231-2075 • [monaessaid1@gmail.com](mailto:monaessaid1@gmail.com) •

## EDUCATION

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### UNIVERSITY OF GLASGOW

MSc Software Development

**Relevant Coursework:** Advanced Java Programming, Algorithms & Data Structures

Glasgow, UK

December 2023

### LOYOLA MARYMOUNT UNIVERSITY

Bachelor of Business Administration in Marketing, Asian and Pacific Studies Minor

**GPA:** 3.74, Magna cum Laude

**Relevant Coursework:** Information Technology in Organizations, Managing the User Experience

Los Angeles, CA

December 2017

## EXPERIENCE

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### THE SAN DIEGO FOUNDATION

**Gift & Data Entry Administrator**

San Diego, CA

Oct. 2021 – May 2022

- Processed gifts to the Foundation in the form of cash, checks, stocks, wires, and credit card donations.
- Utilized the Blackbaud Raiser's Edge database software for gift processing while maintaining strong data integrity and following established techniques and procedures.
- Supported the creation, maintenance, and improvement of gift systems and back-end workflows.

**Information Technology Coordinator**

Jan. 2021 – Oct. 2021

- Worked on-on-one with various members of the organization to help troubleshoot various computer problems, download software, and assist with questions as needed.
- Created, updated, and resolved tickets to keep the team's workflow organized.
- Did research and updated donors' information within Raiser's Edge.

### PROMOSHOP

**Production and Sales Coordinator**

Los Angeles, CA

Oct. 2018 – Jan. 2021

- Researched and priced custom promotional products to create presentations that were pitched to clients ranging from individuals to multinational corporations.
- Placed and facilitated the processing of custom product orders with factories around the United States on behalf of up to ten Account Managers at a time.
- Managed between forty to over one hundred orders with different timelines at any given time to ensure that goods met clients' expectations and tight deadlines.
- Created detailed process guides and assisted with training new hires.

### S.A.S SERVICES GROUP INC.

**Human Resources Office Administrator**

Los Angeles, CA

Feb. 2018 – Oct. 2018

- Screened employment applications and conducted individual and group interviews with candidates for ground services positions at LAX Airport.
- Onboarded new employees and conducted initial orientation and training sessions.
- Led mandatory recurring training sessions for long-term employees.

## SKILLS

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**Technical:** JavaScript, React, HTML5, CSS3, Java, Figma, MS Office Suite

**Languages:** English (Native Speaker), Arabic (Advanced)