

MONA ES-SAID

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EDUCATION

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

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

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

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