

Mia Reetsang

msmiimiie@gmail.com | +26771215007 | Portfolio: [link](#)

EDUCATION

JavaScript freeCodeCamp

JavaScript Algorithms and Data Structures (Beta) Certification

Current

Front End Development Libraries (React)

Current

TEFL - South Africa

Teaching English As A Second Language

- **Certificates:** TEFL/TESOL Certificate, TEFL Online Practical Certificate

WORK EXPERIENCE

E&P Medical Centre

IT Coordinator

Gaborone, Botswana

May 2021 - May 2024

- Led administrative tasks, optimizing clinic operations and reducing paperwork processing time by 20%. Oversaw a filing system for 1,000+ records with 100% data accuracy, demonstrating exceptional organizational skills.
- Achieved a 98% patient satisfaction rate through clear and empathetic communication, enhancing the reception experience. Built strong rapport with diverse patients, creating a welcoming and trusted clinic environment.
- Proficient in using Google Drive, Microsoft Office (PPT, Excel, Word), and efficient billing software, handling 100+ documents. Managed up to 30+ calls with a successful call redirection rate, showcasing strong time management skills

Mia's English Tutoring

Founder & ESL Instructor

Gaborone, Botswana

June 2021 - March 2023

- Proficiently teach reading, writing, listening & grammar to varying student proficiency levels. Conduct regular evaluations, tests and progress assessments to track student development & adapt teaching methods accordingly.
- Efficient use of Microsoft Office & Google Drive for lesson planning, administrative tasks & enhancing the learning experience through technology; achieving a 95% average student proficiency improvement.

LEADERSHIP EXPERIENCE & ACTIVITIES

Shopmimos @ Shopify (Personal Learning Project)

Founder and Creative Entrepreneur

Gaborone, Botswana

March 2023

- Developed & designed a comprehensive online store, honing graphic design skills to create visually appealing product mockups and branding materials.
- Built & configured an online store gaining hands-on experience in e-commerce setup and inventory management
- proficiency in web design and product image optimization

Previous School Years

Student Club Member & Community Volunteer

Gaborone, Botswana

2012 - 2020

- Led the school swim team as captain, demonstrating strong leadership by coordinating practices and achieving a 70% increase in team performance.
- Actively participated in various school clubs and charity services, including volunteering at Childline, donating clothing, and assisting in theater productions, fostering a well-rounded approach to leadership and community involvement.

SKILLS & INTERESTS

Computer: Google Suite, Microsoft Office (Excel, Powerpoint, Word), GitHub, VS Code and more

Languages: English (Native), Setswana (Native), Spanish (Conversational), Japanese (Basic)

Interests: Machine Learning, Software Engineering, Front End Engineering, Web & App Design +