**Zeinab Mohamed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**OBJECTIVE:**  Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.



**EDUCATION AND TRAINING:**

**Bachelor of Business Information Technology 2020 – 2023(expected graduation)**

* Chair Lady
* Head of the Muslim Association of Mount Kenya University
* Leader of the association
* Ensures the association is active and supportive of its members
* Official of ICT club
* Secretary- In charge of recording meeting minutes
* Informing the team of the agenda before the start of the meeting
* Teaching IT concepts to club members such as web development

* Events Coordinator
* In charge of all events happening
* Booking venues
* Coordinating with the management to ensure the event runs smoothly
* Mobilizing students to attend the events
* Class Representative
* In charge of the students
* Conveying information from the professor to the students.
* Ensuring class is in order
* Participant in the Counselling club
* Collaborated with other institutions and discussed matters concerning counselling
* Conveying information from the professor to the students.
* Certificate is given by the counselling patron

**High School Diploma, Kenya 2016- 2019**

* Class representative
* In charge of the students
* Conveying information from the professor to the students.
* Ensuring class is in order
* Captain of Handball
* In charge of the handball club
* Arranging events regarding handball club
* Collaboration with handball companies

**Primary School**   **2008 - 2015**

* Class representative
* In charge of leading my class
* Helping the teacher where applicable
* Giving guidance to students

**VOLUNTEER EXPERIENCE**

1. Volunteered at the children’s home where I was in charge of mentoring the children
2. Volunteered in chairing Muslim events
3. Volunteered Library volunteer where I worked on arranging books, and guiding people on how to use the library
4. Student volunteers where I acted as coach and tutor in my class

**SKILLS**

**Customer Service**

* Demonstrated patience with the high volume of clients resulting in a better understanding of customer needs
* Listened effectively to customers resulting in recognition for excellent customer relations
* Ability to persuade customers and enhance customer retention
* Managed classroom behaviour by using empathy and other emotional intelligence skills

**Administration Skills**

* Typed business letters and formal emails with professional etiquette
* Proficient data entry skills with a commitment to accuracy and efficiency
* Taught children how to read and write and also helped them with their homework, by following a detailed and structured plan for learning
* Demonstrated flexibility and adaptability by implementing an individualized education plan for students with special needs

**OTHER SKILLS**

* Critical thinking
* Problem-solving
* Communication
* Teamwork
* Multilingual, I speak 5 languages

**CERTIFICATIONS**

***AJIRA DIGITAL Certification***  
*Ajira*  
*Relevant skills: Data entry*

***Money skills Certification***  
*Absa Bank*  
*Relevant skills: money skills*

***CISCO (CCNA1) (in progress)***  
*CISCO NETWORKING Academy*  
*Expected date of completion: March 2023*

***ACWICT FOR COMPUTER SCIENCE (in progress)***  
*ACWICT Academy*  
*Expected date of completion: March 2020*

***Frontend developer training (in progress)***  
*Zindua SchoolAcademy*  
*Expected date of completion: March 2020*