**MUNA MOHAMED**

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**EDUCATION**

**Minneapolis Community Technical College,** Minneapolis, MN August 2015-Present

**Columbia Heights High School**, Columbia Heights, MN June 2015

High School Diploma

**WORK EXPERIENCE**

**Medtronic, Inc.**, Columbia Heights, MN September 2014-June 2015

Intern

* Supported 45,000+ employees of a Fortune 500 company at the IT Help Desk.
* Provided Tier 1 support for password and password related phone calls (10% of total help desk call ticket volume).
* Performed Tier 1 routing support for all tickets received by email (30% of total help desk ticket volume).
* Fulfilled application access requests submitted by Medtronic employees.
* Re-imaged and set up new and replacement computers.

**Chiropractor Wellness and Health**, Minneapolis, MN July 2013-January 2014

Receptionist

* Greeted customers and processed all check ins/outs.
* Answered phones.
* Managed same day billing and collections.
* Responsible of other duties assigned.

**Farhiya Daycare**, Minneapolis, MN February 2013-July 2013

Teacher Aide

* Provided care for children 2-6 years old.
* Well versed in early education.
* Worked with children with disabilities
* Implemented behavior modification techniques as instructed.
* Advocated resources for children with disabilities.

**VOLUNTEER EXPERIENCE**

**Abdaziese Tutoring**, Minneapolis, MN September 2013-June 2014

Tutor

* Helped children ages 6-12 with reading, writing, and math skills.
* Tutored in homework help for school age children.
* Monitored student progress; ensuring students met their academic requirements.

**Columbia Heights High School**, Columbia Heights August 2014-June 2015

Link Crew Leader

* Mentored students during their freshman year of high school.
* Introduced students to school environment, extracurricular activities, and sports.
* Encouraged character development from other students by being a good role model.

**PERSONAL SKILLS & ASSETS**

* Fluent in Somali
* Excellent in Customer Service
* Strong Communication Skills
* Detailed Oriented
* Well versed in Windows Microsoft

**REFERENCES**

Sheila Tierney

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