

Elisee U. Mbaya

Office Assistant

Customer Service - Communication - Tech Savvy

Hard-worker, always smiling, and eloquent office assistant with 3 years of experience as a lab administrator and cashier positions in various industries. Possess excellent communication skills which get polished day by day. Exposed to the tech from a young age, and now possess proven tech related skills for the job.

Skills & Qualifications

Core: Microsoft Office Suite | Email Management | Customer Service | Tech Savvy | Troubleshooting | Zoom | Data Entry

Others: Fast Learner | Attention to Detail | Flexibility | Proactive | Fluent in English and French

Experience

Lab Administrator May 2017 - March 2020

UWGB Center of Cyber Security Education & Outreach: *Green Bay, WI*

- Troubleshoot laptops, Android tablets and servers
- Conducted public speeches during National Security Agency camps
- Assisted in various outreach programs to help bring awareness to the tech industry

Teacher's Assistant Summer 2019 & Spring 2020

UWGB Center of Cyber Security Education & Outreach: *Green Bay, WI*

- Ensured the availability and efficiency of the audio/visual equipment
- Recorded visual presentations in various academic and non-academic settings
- Created an Android app to bring awareness about app permissions on devices
- Presented on video privacy while using devices in an academic setting

Employment

Coordinator Assistant June 2017 - March 2020

Central Area for Shipping & Receiving Services: *Green Bay, WI*

- **Managed** online database and **analyzed data** for surplus items
- Demonstrated great **customer service** when delivering mail to all departments
- Worked strategically to deliver packages in a **timely manner**
- Maintained **organization** of the delivery schedule

Education

Institut Technique De Mutoshi (High School): *Kolwezi, Democratic Republic of the Congo*

- Graduated: July 2016 - Cumulative GPA: 3.56

University of Wisconsin, Green Bay: *Green Bay, Wisconsin, United States of America*

- Bachelor of Science in Computer Science, Software Engineering and Information Assurance & Security emphasis
 - Graduated: May 2020
 - Cumulative GPA: 3.04
 - Computer Science GPA: 3.4