

AMIENA SANNOH

44 Nantucket Drive Reading, PA 19605 | amienasannoh@gmail.com | 484-755-8231

Dedicated and motivated college student, passionate about leveraging technology to drive innovation and solve real-world challenges. I am pursuing my associate's and bachelor's degrees in management information systems at Reading Area Community College and Temple University. I am eager to embark on a rewarding journey in Technology.

Skills

- Technical Skills: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft Windows, MacOS, Android, iOS
- Typing Skills: Proficient in typing with a speed of 74 words per minute.
- Problem-Solving: Proven ability to identify and resolve technical issues by utilizing analytical thinking and troubleshooting techniques.
- Excellent Organizational Skills: Able to prioritize tasks effectively and manage multiple assignments simultaneously to meet deadlines.
- Detail-oriented: Meticulous in ensuring accuracy and completeness of tasks, with a keen eye for detail.
- Quick Learner: Demonstrated ability to quickly grasp new technologies and adapt to changing environments.
- Time Management: Efficiently manages time to accomplish tasks in a timely manner while maintaining quality standards.
- Communication: Strong verbal and written communication skills, with the ability to explain technical concepts to non-technical individuals.
- Customer Service Skills: Experience in delivering exceptional customer service, addressing inquiries, and resolving issues in a courteous and professional manner.
- Data Entry Skills: Proficient in accurate and fast data entry, ensuring data integrity and confidentiality.
- Time Efficiency: Consistently completes tasks within designated timeframes, maximizing productivity.

Experience

Receptionist: Fleetwood, PA (June 2023 – current)

- Assist customers in person and via phone, addressing inquiries, resolving issues, and providing product information.
- Handled customer complaints and ensured satisfactory resolutions.
- Process customer orders, payments, and returns accurately and efficiently.
- Built and maintained strong customer relationships.
- Manage incoming and outgoing mail with an organized distribution system in place.
- Deliver packages to whom they belong.
- Operated the copy machine (printer) as part of daily functions.
- Filing of forms to ensure organization and accessibility to essential documents.
- Data Entry of ancillary charges on QuickBooks for financial records
- Management of transportation forms to ensure the efficiency of the company's everyday operations.

Volunteer Foodbank: Leesport, PA (2019 – 2021)

- Assisting with the distribution of food to clients.
- Sorting and packing food donations.
- Data entry and administrative tasks by tracking inventory, updating client information, and processing donations.
- Preparing food boxes or bags for distribution to clients.

Volunteer Food Bank: Leesport, PA (2018-2021)

- Serving food to attendees
- Packing and distributing food to attendees
- Setting up and cleaning up the event

Direct Home Care Provider: Everyday Home Care: Reading, PA (August 2019 – September 2022)

- Provided direct care and support to individuals in their homes,
- Assisted with activities of daily living including personal hygiene, meal preparation, and medication.
- Monitored and documented client progress, reporting any changes or concerns to supervisors.
- Offered companionship and engaged clients in recreational activities to enhance their quality of life.

Education

Reading Area Community College transfer program - 8/23/21-12/9/2023

Temple University - 1/15/2024

Major – Management Information Systems

High School Diploma - 06/8/2021

Associate's Degree - pending

Awards and Acknowledgements

Presidential (Presidential Scholar) Scholarship – Scholarship fully covering tuition costs for 4 consecutive semesters.

Dean's List – Academic achievement awarded to students with a GPA of 3.5 or higher.

National Society of Leadership and Success – Leadership program that helps students achieve personal growth and career success.

Honor Society – Program to enhance academic and professional success.