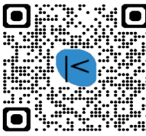


KALEAB TEKLEMICHAEL

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Objective: As TIME magazine's 2006 Person of the Year, I thrive on challenges and take pride in being resourceful, creative, and organized while embracing continuous learning and having fun along the way. Visit my portfolio site to see my highlighted projects and learn more about my work.

Education

George Washington University

Full Stack Developer Program, Professional Certificate (2024)

AAU, School of Commerce

Bachelor's in Accounting and Finance (2016)

Experience

Helpdesk Supervisor, *Engineering Consulting Services* Chantilly, VA (01/2024 – Present)

- Lead two technical support teams, providing technical support and guidance to ensure the timely resolution of IT issues for all our corporate and subsidiary users.
- Collaborate with cross-functional teams to identify systemic issues and develop departmental processes to reduce miscommunication, and a **10% reduction** in recurring incidents.
- Develop and implement standard operating procedures (SOPs) to streamline helpdesk processes, resulting in a **15% increase** in efficiency in ticket resolution.
- Conduct regular performance evaluations and one-on-ones, provide coaching and mentoring, and facilitate ongoing training to enhance team members' technical skills and customer service.
- Create and maintain all of the team's schedule, ensuring adequate coverage during business hours and optimizing staffing levels to meet fluctuating demand.

IT Support II, *Engineering Consulting Services* Chantilly, VA (12/2022 – 12/2023)

- Respond to and resolve support tickets escalated from Level 1 help desk, ensuring timely resolution of incidents, and minimizing business disruptions.
- Diagnose hardware, software, and network-related issues using advanced troubleshooting skills to improve service quality and minimize end-user, operation, and company downtime.
- Navigate, maintain, and update end-user data across multiple platforms, such as Active Directory, Microsoft Exchange, and others, with accuracy to support business operations.
- Manage user account lifecycle, including granting and terminating access and rights, creating new user accounts, to ensure appropriate system access and security.
- Provision, configure, upgrade, and maintain desktops, laptops, desk phones, and other devices for end-users, enhancing communication, security, and productivity for the company.

IT Support I, *Engineering Consulting Services* Chantilly, VA (09/2021 – 11/2022)

- Provide first-line technical support to end-users via telephone, email, teams, and/or remote assistance, ensuring timely resolution of issues and uninterrupted workflow.
- Document troubleshooting steps in support tickets to improve service quality. Create and update guides, instructions, and solutions for future incident resolution.
- Assist end users with managing data on cloud services such as OneDrive, Dropbox, and local storage devices, with transferring, syncing, backing up, and cloning issues to prevent data loss.
- Troubleshoot issues with in-house applications and collaborate with Level 2 and other IT departments to escalate or resolve issues to manage system interruptions and financial loss.

Expertise

- Proficient in JavaScript, CSS, HTML, SQL, Node.JS, MongoDB, Express.JS, pgAdmin, Microsoft SQL Server Management Studio, Insomnia, VS Code, and GitHub.
- Microsoft 365 Admin | Active Directory Admin | Azure Global Admin | Exchange Admin | Intune Global Admin | Teams Admin | ServiceDesk Admin | SharePoint | OneDrive | Datadog

Project Highlights

- A Text Editor with syntax highlighting (Nov 2024) - kaleab-teklemichael.netlify.app
- Inventory Manager (Nov 2024) - kaleab-teklemichael.netlify.app
- Social Network API (Oct 2024) - kaleab-teklemichael.netlify.app
- SVG Logo Maker (Aug 2024) - kaleab-teklemichael.netlify.app

References available upon request