KALEAB TEKLEMICHAEL

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Objective: I genuinely thrive on challenges, and as TIME magazine's 2006 Person of the Year, I am passionate about contributing to our organization's success by working with people, learning from them, and helping our community, all while having fun and enjoying the journey.

Education

George Washington University
Web Development Full Stack, Professional Certificate (Present)

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 subsdiary 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.
- Record detailed troubleshooting steps on support tickets to improve overall service quality and create a company resource for future incident resolution through the solution library.
- Create and update technical documentation, including software guides, how-to instructions, and solutions to improve future incident resolution and enhance service quality.
- 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
- Microsoft 365 Admin | Active Directory Admin | Azure Global Admin | Exchange Admin Intune Global Admin | Teams Admin | Account Lockout Tool Admin | ServiceDesk Admin SharePoint | OneDrive | SQL Server Management Studio | Datadog | PRTG | Cisco
- Learner in CSharp, Python, SQL, and PowerShell Scripts.

Certifications
- Google IT Professional Certificate - Technical Support Fundamentals
- Google IT Professional Certificate - The Bits and Bytes of Computer Networking
- Wells Fargo – Teller**,** ATM Custodian (2019 - 2021)

References available upon request