



# Behulum Wude

## Sr. Product Support Specialist

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### Skills

- |                                                                                                                                                                                                                                                  |                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• <b>Excellent interpersonal and communication skills</b> ● ● ● ● ●<br/><i>Prior customer-facing experience, effectively communicates with the project team, multiple areas &amp; divisions.</i></li></ul> | <ul style="list-style-type: none"><li>• <b>Problem Solving and Decision-Making Skills</b> ● ● ● ● ●<br/><i>Thinking analytically, diverse research and skills</i></li></ul> |
| <ul style="list-style-type: none"><li>• <b>Zendesk and intercom</b> ● ● ● ● ●<br/><i>Administration and ticketing skills</i></li></ul>                                                                                                           | <ul style="list-style-type: none"><li>• <b>Troubleshooting</b> ● ● ● ● ●<br/><i>Provided outstanding user-level software support</i></li></ul>                              |
| <ul style="list-style-type: none"><li>• <b>Manual QA test</b> ● ● ● ● ●<br/><i>Mobile app and implementations on websites platforms</i></li></ul>                                                                                                | <ul style="list-style-type: none"><li>• <b>User onboarding and work on Identity verification software's like (jumio, ID.me)</b> ● ● ● ● ●</li></ul>                         |
| <ul style="list-style-type: none"><li>• <b>Skil on Java, MS SQL, GitHub, and HTML</b> ● ● ● ● ●</li></ul>                                                                                                                                        | <ul style="list-style-type: none"><li>• <b>Microsoft Office (Word, Excel, PowerPoint, and SharePoint)</b> ● ● ● ● ●</li></ul>                                               |
| <ul style="list-style-type: none"><li>• <b>Assist the UX Design team with new design wireframes and user testing</b> ● ● ● ● ●</li></ul>                                                                                                         | <ul style="list-style-type: none"><li>• <b>Zendesk, Salesforce, Slack, and Zoom</b> ● ● ● ● ●<br/><i>Experience with CRM &amp; Google App Suite</i></li></ul>               |

## Professional Experience

### **Dutchie, Product Support Specialist**

11/2021 – present  
Bend, OR,  
United States

- Answer incoming customer requests via email, phone, and chat.
- Ticketing, issuing, and communication using JIRA.
- Provide education including technical, product, and compliance-related support for LeafLogix end-users.
- Performs the setup and testing of more complex systems.
- Identify hardware and software solutions
- Manage multiple complex issues simultaneously
- Test and verify solutions to new problems
- Tests and troubleshoots assemblies and/or final systems.
- Identify areas of improvement and lift up contact trends with the leadership team.
- Participate in knowledge sharing and issue escalations and resolutions within LeafLogix Support and cross-functional teams.
- Determines test specifications, methods, and procedures from a statement of work.
- Complete rework on assemblies and systems prepare technical reports summarizing findings and recommending solutions to technical problems.

### **Envel, Product Support Specialist**

10/2020 – 11/2021  
Boston, MA,  
United States

- Experience in Finance, (FinTech) Accounting, or Information systems department in an analyst role that provides end-user support
- Answering customer calls and emails, directly responding to questions, handling issues, and providing guidance on services, inquiries, adverse events, or complaints
- Increased annual total customer self-service rate by 6.2%, deflecting an additional 1500 tickets
- Managed knowledge base of 110+ Help Center articles, updating and creating content for product releases
- Led technical training and office hours to promote product mastery on a support team of 9 agents
- Collaborated with engineering and product teams to identify and deploy fixes for product limitations and bugs
- Focus on service excellence to all customers in a clear, effective, courteous, and professional manner
- Maintain call record rate, average talk times, and a low error rate

**ID.me, Product Support Specialist**

01/2020 – 10/2020

MeLean, VA,  
United States

- Analyzed product feedback reports from direct consumers to identify, escalate and resolve bugs
- Managed Taxonomy Hygiene: identify tags impacted by bugs, launches, or other changes for reporting purposes
- Reviewed 200+ community threads, identify any emerging trends with top user issues or feature requests, and deep dive into those issues and raised bugs
- Escalation Reviews - Monitor all product bugs and provide input as needed (research product features to repro, give additional troubleshooting, attach relevant feedback reports, etc.)
- Filed 30+ daily bugs regarding potential issues
- Created and presented bi-weekly reports to Product Teams, and Vendor Operations to validate workflows
- Monitor Product Forum for new emerging issues reported after user-facing product launches, fixes, and changes. Investigate one-off product escalations as needed and recommend response
- Resolved and provided guidance to engineers for escalated technical issues
- Collaborated with Product Support Specialist team members to scrub outstanding bug reports

**Trader Joe's, Crew Member**

12/2018 – 12/2019

Alexandria, VA,  
United States

- Implemented daily order system method for the dry produce section based on previous and forecast sales.
- Developed a new merchandising plan for the most suitable representation of the dry produce.
- Created weekly merchandise displays by identifying popular and new items that customers requested frequently

**ethio telecom, IT Support Specialist**

01/2015 – 12/2018

Hawassa, Ethiopia

- Deliver support for reported problems with desktop computers, laptops, peripherals, mobile devices, and IP/ POTS telephones
- Proactively monitors trends to prevent enterprise-level issues
- Provides administration and support to telecom-based phone systems
- Supervises and conducts the installation and configuration of desktop/laptop computer hardware, software, peripherals, and mobile devices using standard procedures
- Work with and coordinates vendors to troubleshoot and resolve issues
- Maintains the inventory of equipment available for re-use as required
- Research evaluates and provides recommendations to management on software, hardware, and telephony related technology being considered for use by Company's
- Writes documentation and/or reviews documentation written by others that describe the installation and operating procedures

**Action for youth and community change, Project Assistant**

01/2014 – 12/2015

Youth and community development nonprofit organization

Hawassa, Ethiopia

- Maintained and monitored project plans, project schedules, budgets, and expenditures for community programs, summer events, and mid-year youth programs.
- Hired and supervised trainers who led programs related to music, theater, and gymnastics for more than 50 children per year.
- Documented and followed up on important actions prepared necessary presentation materials for meetings

## Profile

I am a technology passionate individual currently working as a product support specialist, at a leading software company focused on giving a great POS experience to the users.

I love computers, solving user problems, and helping people. when I am not working, you will find me playing soccer, hiking, biking, painting, hanging out with family and friends, and trying out new outdoor activities.

## Education

**HAWASSA UNIVERSITY, Information Technology**

2014

Hawassa, Ethiopia

**Merit America, Professional Development and IT Program**

2019

DC, United States