

Behulum Wude

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Summary

PROFESSIONAL SKILLS

- Certified professional IT support specialist
- Excellent interpersonal and communication (written & verbal) skills and prior customer-facing experience, effectively communicates with project team, multiple areas & divisions
- Problem Solving and Decision-Making Skills: Thinking analytically, using diverse research skills
- Zendesk administration skill and intercom skill
- Troubleshooting, and improve client's knowledge of best practices
- Manual QA test on mobile app and implementations on websites and platforms
- User on boarding and work on Identity verification software's (jumio, ID.me)
- Microsoft office(word, Excel, PowerPoint, and SharePoint)
- Assist the UX Designer with new design wireframes and user testing
- Soft skill on Java, MS SQL, GitHub, and HTML

Experience



Product Support Specialist

Envel

Oct 2020 - Present (11 months +)

Experience in Finance,(FinTech) Accounting or Information System department in an analyst role that provides end user support

- Answering customer calls and emails, and directly responding to questions, handling issues, and providing guidance on services, inquiries, adverse events, or complaints
- Focus on service excellence to all customers in a clear, effective, courteous, and professional manner
- Demonstrate good listening skills with the ability to diffuse irate callers
- Maintain call record rate, average talk times and a low error rate
- Effectively processes adverse events and complaints in an accurate and timely manner
- Receive and handle priority adverse event cases from product support specialist



Product Support Specialist

ID.me

Jan 2020 - Aug 2020 (8 months)

Coordinating return of complaint samples for quality analysis

- Scheduling of customer satisfaction
- Full understanding of company products and how to support them. Continue to expand knowledge
- Demonstrate dependability by maintaining excellent attendance and complete assigned work in timely manner
- Maintain confidentiality of personal matters and other information deemed to be confidential, as well as adhering to department and corporate policy and procedures
- Manages small, intermediate, and large sized IT related projects
- Manages the work of others around IT hardware and infrastructure

- Manages the request process for all hardware, the procurement process, the imaging/configuration process, and the deployment process
- Maintains key vendor relationships to provide the best solutions for the Company



Crew Member

Trader Joe's

Dec 2018 - Dec 2019 (1 year 1 month)

Grocery store

- 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



Information Technology Support Specialist

ethio telecom

Jan 2015 - Dec 2018 (4 years)

- 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
- Researches 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.



Project Assistant

Action for youth and community change, Hawassa,Ethiopia

Jan 2014 - Dec 2015 (2 years)

- 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

Education



HAWASSA UNIVERSITY

Bachelor's Degree, Information Technology

Skills

accountancy • analysis • budgeting • computer hardware • customer satisfaction • dc •
documentation • finance • focus • imaging