Behulum Wude

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PROFESSIONAL SKILLS

- Certified professional IT support specialist
- Excellent interpersonal and communication (written & verbal) skills and prior customer-facing experience, effectively communicate with the 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 provided outstanding user-level software support
- Manual QA test on mobile app and implementations on websites and platforms
- User onboarding and work on Identity verification software's like (jumio, ID.me)
- Microsoft Office(Word, Excel, PowerPoint, and SharePoint)
- Assist the UX Design team with new design wireframes and user testing
- Soft skill on Java, MS SQL, GitHub, and HTML

WORK EXPERIENCE

PRODUCT SUPPORT SPECIALIST   10/2021 - PRESENT
Envel, Boston, MA

- 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
- Increased annual total customer self-service rate by 6.8% using AI tools, deflecting an additional 3500 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

PRODUCT SUPPORT SPECIALIST   01/2020 - 08/2020
ID.me, Mclean, VA

- 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 present 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

CREW MEMBER   12/2018- 12/2019
Treader joe's, Alexandria, VA

- 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

IT SUPPORT SPECIALIST   01/2015- 12/2018
ethio telecom, 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

PROJECT ASSISTANT   01/2014 - 12/2015
Action for youth and community change, **Hawassa, Ethiopia**
Youth and community development nonprofit organization

- 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, Ethiopia   2014
Bachelor's Degree in Information Technology

Merit America   **Professional Development and IT Program**

Washington. DC.   2019

Udacity (Online)   **Nano Degree User Experience**