

Bereketeab Abebe

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PROFESSIONAL SUMMARY

Versatile professional with expertise in calendar management, customer service, data analysis, and process automation. Proficient in Python, Django, Flask, and Tableau, with a strong ability to streamline operations and improve efficiency.

HIGHLIGHTS OF SKILLS

- **Data Analysis and Reporting:** Pattern Identification, Tableau Dashboards
- **Tech Knowledge:** Python, Django, Flask, HTML, C++, C#, Numpy, Microsoft Office Suite
- **Process Automation:** Power Automate, efficiency improvement, data accuracy
- **Calendar Management and Scheduling:** Multi-Tasking, Time Management, Deadline Adherence
- **Customer Service and Client Relations:** Customer Retention, Personalized Service, Problem-Solving
- **Multilingual:** English (Full working proficiency), Amharic (Native), Arabic (Intermediate), Polish (Elementary proficiency)

PROFESSIONAL EXPERIENCE

Executive Assistant

McKinsey & Company, Poznan, Poland

Jan 2022 – Mar 2024

- Managed and coordinated multiple active calendars, ensuring adherence to schedules and deadlines
- Organized comprehensive travel logistics, including flights and accommodations, to ensure a comfortable and focused work environment for executives
- Arranged and facilitated crucial internal and external meetings, demonstrating strong teamwork and problem-solving skills
- Developed and implemented Power Automate workflows to optimize tasks, collaborating with experts to enhance efficiency
- Mentored and coached new team members, ensuring successful onboarding and continuous professional development

Customer Service Representative

Majorel Polska, Szczecin, Poland

May 2021 – Dec 2021

- Handled 30-40 customer interactions daily for Microsoft Azure and related cloud computing services
- Provided personalized and friendly service to ensure high levels of customer retention
- Utilized customer service software and time trackers to efficiently report on interactions
- Proactively assigned and managed leads, resulting in a 21% increase in client reach rate
- Maintained a courteous and calm demeanor, even during challenging customer interactions

English Teacher

School of Effective Learning, Poland (online)

May 2021 – Jun 2021

- Taught English to a class of 10 young students, advancing their grammatical and spoken English from B1 to C1 level
- Conducted targeted exercises to enhance students' language proficiency and progress
- Facilitated a supportive learning environment to foster student growth and confidence in English

Python Data Analyst

EthioTelecom Service Center, Addis Ababa, Ethiopia

Sep 2019 – Jan 2020

- Led analysis of large-scale customer data, identifying patterns that drove targeted marketing campaigns, boosting customer engagement by 15%
- Created visually appealing Tableau dashboards, simplifying complex findings for both technical and non-technical stakeholders
- Introduced automation scripts for data cleaning, reducing manual intervention by 25% and improving data accuracy
- Generated monthly reports on key performance metrics, enabling real-time, data-driven decision-making for senior management
- Applied advanced statistical techniques, such as regression analysis, to provide actionable insights for product enhancement and process improvements

EDUCATION

Bachelor of Science in Computer Science
WSB University, Dąbrowa Górnicza, Poland

Oct 2020 – Mar 2024

CERTIFICATIONS AND ACHIEVEMENTS

Microsoft Certified: Azure Fundamentals (AZ-900 Certificate)
Microsoft, Online

Jan 2022

Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900 Certificate)
Microsoft, Online

Jan 2022

Microsoft Certified: Azure AI Fundamentals (AI-900 Certificate)
Microsoft, Online

Jan 2022

Honor Certificates for Outstanding Academic Achievements
St. Joseph Catholic School, Adama, Ethiopia

June 2019

VOLUNTEERING

Accessibility Assistant, Tear-down Crew
Canada Pride Parade 2024

Accessibility Ambassador
East Side Parade 2024