

Bereketeab Abebe

579112706 • Poznan, Poland • bekwab19@gmail.com

EXPERIENCE

Customer Service Representative

Majorel polska | Szczecin, Poland

May 2021–Present

- Worked as the first customer front for Microsoft Azure and associated cloud computing services.
- Adapted how to use our customer service software, time trackers for remote work and report on movement applications quickly.
- Handled 30–40 customer interactions per day, giving detailed, personalized, friendly & polite service to ensure customer retention.
- Assigned myself my own leads and worked responsibly on them, further bringing a 21% increase in client reach rate.
- Remain courteous and calm at all times, even during moments of intense customer displeasure.
- Memorized entire line of company products & services, including prices and special offers.

English Teacher

School of Effective Learning via the Internet | Poland

Mar. 2021–June.2021

- Taught a class of three students on a well progressive educational path.
- Collaborated with improving my student's grammatical as well as spoken English from B1 level to C1.
- Conducted various exercises to help enhance my student's progress.

EDUCATION

St. Joseph Catholic School | **High school Diploma**
GPA: 4.0/4.0

Sept. 2017– June/2019

WSB University | **Bachelor of Science in Computer Science**
GPA: 4.87/5.0

Expected Feb. 2024

SKILLS

| Microsoft Office Suite | Windows | C# | Python | HTML | Punctual | Creative| Communicative
| Dependable | Positive | Confident | Fast learner | Understanding | Time management

Languages

Amharic - Native | English - Full working proficiency | Polish - Elementary proficiency |
Arabic - Intermediate