

BETELEHEM BELAYNEH

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PROFESSIONAL SUMMARY

Computer Science graduate (MIS minor) and current T-Mobile employee with a strong interest in data quality, test automation, and enterprise systems reliability. Experienced in SQL-based data validation, API testing, and customer-facing technical troubleshooting. Known for clear documentation, Agile collaboration, and continuous improvement in fast-paced environments.

CORE SKILLS

- SQL & Data Validation, API Testing, Functional & Regression Testing, Test Execution & Documentation, Java, Python, JavaScript, SwiftUI, HTML/CSS, Agile/Scrum Collaboration, CI/CD Exposure, Cloud Fundamentals (AWS), Defect Isolation & Troubleshooting, Cross-Functional Communication, Git/GitHub, GitLab, Linux/Unix, Anaconda

PROFESSIONAL EXPERIENCE

T-MOBILE — Mobile Expert / Key Holder | April 2023 – Present | Minnesota

- Provide high-volume technical troubleshooting for mobile devices, network connectivity, and account-level issues, ensuring accurate and timely resolutions aligned with quality standards.
- Apply structured diagnostics and validation checks to confirm issue resolution, supporting reliability and customer satisfaction.
- Document issues, outcomes, and process improvements to support consistency, traceability, and knowledge sharing.
- Serve as Key Holder, supporting store operations, coaching peers, and maintaining accuracy under time-sensitive conditions.

AUGSBURG UNIVERSITY — Python Tutor | January 2022 – May 2025

- Supported students with debugging, algorithms, and correctness reasoning, reinforcing structured problem-solving and code quality practices.

AUGSBURG UNIVERSITY — Summer Researcher | May 2022 – August 2022

- Built Python-based research tools and executed experiments; analyzed results and iterated solutions based on findings.

PROJECT EXPERIENCE

API & SQL Data Validation Project: Wrote Oracle SQL queries to validate data accuracy and transformations across datasets. Tested REST APIs using Postman, documented results, and identified defects for follow-up.

Test Automation Coursework: Executed automated and manual test cases supporting functional, regression, and UAT testing cycles.

EDUCATION: Augsburg University — Bachelor of Science in Computer Science, Minor in MIS

CERTIFICATION: AWS Certified Cloud Practitioner (CLF-C02)

