**Danait Gebremedhin**

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[LinkedIn](https://www.linkedin.com/in/danait-alemu-gebremedhin-402770270/) | [GitHub](https://github.com/Danusha6)

**RELEVANT SKILLS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| * HTML / CSS * SQL * GitHub * Python * JavaScript | * Advanced Excel * Power BI * Data Analysis * Data Visualization * Tableau | * Project Coordination * Microsoft Office Suite * Customer Service * Business Communication * Teamwork |  |  |  |

**EXPERIENCE**

**Allied Universal Security Services,** Seattle, WAApril 2023 – Present

*Security Officer*

* Provide superior customer service by communicating hourly with the command center via radios and phone regarding any issues that may arise, creating a safe environment for all clients
* Follow all safety protocols when patrolling the property and monitoring surveillance equipment and access points in order to ensure the safety of the premises
* Complete reports by recording observations, information, occurrences, and surveillance activities

**Next Car/Rent-A-Wreck,** SeaTac, WAAugust 2022 – March 2023

*Customer Service Representative*

* Provided a seamless customer service experience in person and over the phone by demonstrating 10+ cars per day to generate a 95% customer satisfaction rate
* Summarized and reported progress daily using Excel and Word in order to drive changes in price, stock, and selling strategies as needed to increase company profits
* Developed a strategy for training 2 new hires that aligned with the company’s core values in order to improve new hire understanding of the company and enhance productively

**EDUCATION**

**Year Up / Seattle Central College,** Seattle, WA March 2023 – March 2024

*Year Up is an intensive, competitive technical training and career development program. The program includes college-level courses, professional training, and a six-month internship.*

* Completed coursework in Software Development and Testing, Project Management, and Business Communications, with specialized training in Application Development, including HTML, CSS, and JavaScript

**North Seattle College,** Seattle, WA September 2022 – Present

1. Associate degree in application development in progress: 4.0 GPA

**LANGUAGE**

Amharic – Native/ Bilingual Proficiency

Tigrigna – Professional Working Proficiency

**Certification**

Getting Started with Power BI Desktop – *Coursera* July 2023

Ask Questions to Make Data-Driven Decisions – *Coursera* July 2023

Foundations: Data, Data, Everywhere – *Coursera* June 2023