

Etsegenet T Duguma

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Email: etsub2006@yahoo.com

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Etsub2006@yahoo.com

Computer Skills

Word, Excel, PowerPoint,
Access.

References

Up on request

Objective:

To obtain a position where I can effectively utilize my experience in customer satisfaction and ability to work well with people.

Key Skills

- Skilled in Microsoft office(Word-Access)
- Excellent multi-tasking ability
- Good oral communication and team work skills
- Outstanding customer handling
- Basic Mathematical
- Able to work independently without supervision
- Problem solve abilities and work ethics
- Ability to arrange things or actions in a certain order
- Active learning

Education

- **Georgia Piedmont Technical College**, Associate degree
Database Specialist -SQL Server, 2018- Present, Stone mountain
GA
- **Addis Ababa University**, BA degree in Journalism and
Communication, April 2011, Addis Ababa, Ethiopia
- **Grace College of Business and Computer Science**
Diploma in Computer Science
September 2008, Addis Ababa, Ethiopia
- **Ethiopia Tikdem No.1** High School, High School Diploma
August 2005, Addis Ababa, Ethiopia

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Experience

October 2010- February 2011 Piassa Business Center
Copy and printer Associate,
Addis Ababa, Ethiopia

Duties

- Load machines with materials such as blank paper or film.
- Sort, assemble, and proof completed work.
- Monitor machine operation, and make adjustments as necessary to ensure proper operation.
- Place original copies in feed tray, feed originals into feed rolls, or position originals on tables beneath camera lenses.
- Operate auxiliary machines such as collators, pad and tablet making machines, staplers, and paper punching, folding, cutting, and perforating machines.
- Read job orders to determine the type of work to be done, the quantities to be produced, and the materials needed.
- Compute prices for services and receive payment, or provide supervisors with billing information.
- Set up and adjust machines, regulating factors such as speed, ink flow, focus, and number of copies.
- Clean machines, perform minor repairs, and report major repair needs.
- Cut copies apart and write identifying information, such as page numbers or titles, on copies.
- Maintain stock of supplies, and requisition any needed items.
- File and store completed documents.
- Complete records of production, including work volumes and outputs, materials used, and any backlogs.
- Deliver completed work.

May 2011- June 2012 Your DeKalb Farmers Market
Cashier and Customer Service

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June 2012- 2014

Kohl's Department Store

Cashier (POS)

September 2014 -2017

Empire package store

Customer Service

Duties / *in DeKalb Farmers market and kohl's department store/*

- Greet customers entering establishments.
- Assisting customers , and provide information
- Take orders and checkout customers on the restaurant and pastry areas, refill coffee on the coffee brewer and refill beverages in the refrigerator.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Receive payment by cash, check, credit cards, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Maintain clean and orderly checkout areas.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Calls for and assists with carry-outs, hanger pick-ups, trash pick-up, and other assistance as needed
- Fills boxes, bags, applications and other supplies as needed
- Assist with department recovery, fitting room recovery and front end housekeeping duties

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- Folding, stocking, hanging, ticketing or re-marking merchandise
- Assist customer with even exchanges
- Provide assistance on the sales floor, support the preparation and taking of inventory and stock room organization