

GUGSA GEMEDA

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EXPERIENCE

University of California, Santa Cruz

September 2016 - March 2019

Learning technologies Consultant

Santa Cruz, CA

- Facilitated computing environments with resolution resulting in a higher customer satisfaction
- Suggested enhancements for process and quality upon identifying key issues and defects
- Reinforced procedures and policies to ensure the security of 50+ technology equipments
- Diagnosed and troubleshoot computer hardware, software, systems, printers, and scanners

Survey Monkey

June 2018 - August 2018

Sales Operations Intern

San Mateo, CA

- Created reporting dashboards on the performance of 50+ sales representatives using tableau
- Conducted regression analysis on the impact of sales lead sources on key performance indicators
- Generated quantitative/qualitative insights from data tables with 500K rows in SOQL
- Collaborated with sales operations, leadership, and marketing supporting business intelligence

Rockwell Collins

June 2017 - September 2017

Software Engineering Intern

Richardson, TX

- Produced software documentation with coordination of the development and QA team
- Composed test cases with system engineers to debug product features and functionalities
- Ensured high-quality code resulting in a 95% testing success rate throughout the SDLC
- Developed fragments using Java and Android Studio by using Agile Development Methodologies

PROJECTS

IOS Game - Gswipe

June 2015 - August 2015

- Led the development and publication of a game on the app store that generated 1000 users
- Designed and drove 100% of the vision and implementation of features and game systems
- This app spans circles in four different colors and allows users to match the circles with their respective colored edge

SKILLS

Languages

Java, HTML, CSS, XML, SQL, Android Studio

Tools & Technologies

Eclipse, Microsoft Office, Salesforce, Tableau, GitHub, Jira

Automation Tools

Selenium WebDriver, TestNG, Maven, Ant, Jenkins, Log4j, Cucumber

EDUCATION

University of California, Santa Cruz

September 2014 - March 2019

B.A. in Computer Science

Santa Cruz, CA

Overall GPA: 3.06