

Hannah Berhe
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SUMMARY

Detail-oriented problem solver with class 300+ training hours, experience in cloud computing +10 years customer service. Interested in attaining a career that will allow me the opportunity to excel in the cloud environment as well as highlight my previous work experience and leadership abilities.

TECHNICAL SKILLS

- AWS CloudFormation
- AWS CloudWatch
- AWS CloudTrail
- Docker
- Ansible
- Terraform
- Windows server
- Microsoft office (Excel, Word and PowerPoint)
- Linux
- Agile
- Python
- Bash Scripts
- CLI basics
- Git
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Soft Skills

- Leadership
- Teamwork
- Flexibility
- Time management and organization
- Emotional intelligence ft skills
- Detail Oriented

EXPERIENCE and TRAINING

Generation Junior Cloud Practitioner Program Jan 2022- March 2022

Participating in a 10-week Jr. Cloud program, spending over 300 hours learning to deploy, configure and manage cloud infrastructure using different tools and writing basic shell scripts. Basic knowledge of Linux, Python, AWS, DevOps to support IT operation related cloud-based environments. Expected date of completion: March 2022.

Liat Transportation, Falls Church VA, January 2019 – Present Dispatcher and Customer Service Manager

- I work together with drivers, dispatchers and management to create the most effective delivery routes and delivery schedules to maximize driver efficiency
- Came up with plans to improve service level performance at customer sites, including to lower incidence
- Utilize systems to assign work, reassign work or balance work ensuring technicians are busy at all times
- Recommend to management improvements in procedures to improve customer service
- Work with route managers to establish and monitor productivity and safety targets for each driver
- Addresses any customer issues and/or provides resolution to problems that are within the scope of work or will, otherwise, engage management for help

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- Monitor the workflow of dockets between teams that can impact the team. Capture and drive improvements to ensure optimal workflow

Le chic Beauty salon and Spa, Washington DC March 2018- September 2019
Salon Receptionist/assistant

- Greeted customers and provided information about salon availability, and scheduled appointments.
- Attended to phone calls, recorded detailed messages, and transferred calls to respective individuals.
- Maintained reception area, organized salon environment, sold salon products, and recorded sales.
- Assisted salon leader with administrative tasks, took part in marketing activities designed to increase service sales.

Ethiopian Airline

Addis Ababa, Ethiopia

July 2006- February 2017

Promoted in 2013, Senior Cabin Crew

- Facilitated group icebreakers before takeoff and after landing
- Followed airline compliance by ensuring all safety material and equipment is on board with flight crew
- Delivered excellent customer service to a diverse customer base
- Communicated effectively and in a polite manner at all times
- Lead quality and assurance training and checks daily
- Read and reviewed final flight details to ensure safety and guest satisfaction
- Served as a point of contact for all crew members with any and all travel and work needs
- Liaised with the cabin crew supervisor and pilots to ensure all safety and security measures have been executed
- Assisted passengers with travel needs and accommodation in a timely and professional manner

Promoted in 2008, Cabin Crew

- Supported business class passengers and stewards with meal preparation and delivery
- Educated passengers about current travel incentives and mileage programs

Jr. Cabin Crew

- Served economy class guest with boarding and deplaning needs
Provide passengers with necessary flight accommodations

EDUCATION

Unity University College
Bachelor of Law

Addis Ababa, Ethiopia

CERTIFICATES AND AWARDS

- AWS Certified Cloud Practitioner, valid until March 2025
- Leadership in the Workplace certificate, 2014
- Employee of the year Ethiopian Airlines, 2015
- Airline and CPR Safety