

Henok Woldemichael

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(403)889-8151

Skills:

- Excellent communication skills
- Exceptional Time Management
- Ability to work productively with a team
- Problem solving ability

Employment:

Call Center Representative, LifeWorks

Sep 2017 – April 2020

- Used scripts to provide information about product's, features, prices etc,
- Asked pertinent questions to understand the customer's requirements
- Memorized entire line of company products and services
- Consistently upsold customers on company features
- Stayed on call until customer felt as if their concerns were resolved
- Reported data, directly to manager

Testing proctor & Receptionist, University of Lethbridge Testing Center

Sep 2017 – April 2020

- Greeted and checked-in students into the testing centre
- Set up exams and monitored students during examination
- Provided assistance and customer service

Sandwich Artist, Subway

Apr 2018 – Sep 2020

- Operated cash register
- Received and delivered items to and from storage
- Prepared food neatly, according to formula, and in a timely manner
- Washed dishes
- Dealt with customers thoughtfully while providing excellent customer service

Education:

The University of Lethbridge

Sept 2018

- Computer Science/Management Double Major

Notre Dame High School

2015-2016

- Advanced Placement (AP) program student
- Honor Roll (Maintained an average grade over A- or 80%)

Scholarships

Alexander Rutherford Scholarship
University of Lethbridge Early Acceptance Scholarship

Skills:

- C++ programming, Javascript programming, Python Programming
- Excel formulas ,functions, formatting etc.
- Database management and archiving