

Mikias Berhane

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720 537 9255

EDUCATION

University of Colorado Boulder

B.S. Computer Science – Boulder, CO *Anticipated Graduation, May 2027*

DSST: Montview High School - Denver, Colorado *Graduation: May 2023*

- Varsity Cross Country Runner August 2021- October 2023

Honors and Awards

- Represented DSST: Montview in accepting the First Amendment Press Freedom Award at the JEA/NSPA National High School Journalism Convention, which recognizes high schools that actively support, teach, and protect First Amendment rights with an emphasis on student-run media
- Rookie of the Year Cross Country Award

Global Experience – Hiroshima, Japan

June 2019

Study Abroad

- Selected by the Aurora Sister City to participate in a cultural exchange program
- Development of cross-cultural communication skills

EXPERIENCE

Customer Service Representative

RNL (*Ruffalo Noel Levitz*) *Alumni Donation Center*

January 2024 – April 2024

- Engaged with university alumni through phone calls to discuss and encourage donations.
- Developed strong customer service skills by effectively communicating with diverse alumni and addressing their concerns.
- Achieved fundraising goals by building rapport and conveying the impact of donations on university programs and initiatives.
- Collaborated with team members to improve outreach strategies.

Sprouts Farmers Market- Denver

June 2023 - August 2023

Overnight Deli Clerk

- Self-Motivated Worker: Ability to work independently during overnight shifts without direct supervision,
- Demonstrating self-motivation and a strong sense of accountability.
- Gained experience in designing and implementing art programs tailored to diverse youth, honing my skills in curriculum development and project management.
- Experience Working Overnight and Long Late Hours: Extensive experience in working overnight shifts and extended late hours, showcasing a commitment to meeting the demands of non-traditional schedules.

Laundry on the Fax

April 2021 - May 2023

Unarmed Security Guard/ Laundry Aide

- Customer Service: Provided exceptional customer service by assisting clients with their laundry needs, addressing inquiries, and resolving any issues, ensuring a positive customer experience.
 - Security Monitoring: Proficiently operated and maintained security systems, including CCTV cameras and access control equipment, demonstrating a strong understanding of their functionality and troubleshooting skills to ensure smooth operations.
- Incident Management: Effectively managed and documented security incidents, ensuring all reports were thorough and timely, and
- coordinating with law enforcement when necessary to ensure safety and compliance.