

# Miliyard Mulugeta

(612) 286-7183 | [Miliyardzm@gmail.com](mailto:Miliyardzm@gmail.com) | Minneapolis metropolitan area  
[linkedin.com/in/miliyard-m](https://www.linkedin.com/in/miliyard-m) / [www.miliyardmulugeta.com](http://www.miliyardmulugeta.com)

---

## **PROFESSIONAL SUMMARY**

An articulate professional with experience in customer service, particularly in technical and tax-related inquiries. Accomplished in implementing company procedures and policies, offering excellent customer service. Strong ability to work in a dynamic, fast-paced contact center environment. Looking to leverage technical skills and customer service experience in the Revenue Examiner 1 role at the Revenue Department.

## **TECHNICAL SKILLS**

### **W3Schools JavaScript Certification May 2, 2023**

- Java
- JavaScript
- HTML
- CSS
- Spring Boot
- Spring
- Security (JWT)
- Spring Data JPA
- Bootstrap
- REST API's
- Unit Testing (JUnit, Mockito)
- SQL
- SOLID
- OOP Principles
- Dependencies Injection
- Git
- React
- Node.js
- Python

## **EXPERIENCE**

### **Generation Junior Full Stack Java Developer Program | Remote | 02/2023 to 06/2023**

- Trainee
- Worked extensively in a hands-on training program that simulated a fast-paced professional environment
- Demonstrated ability to adhere to strict guidelines and procedures
- Developed a keen sense of attention to detail through intensive programming tasks
- Learned and deployed the technologies involved in creating full stack web applications with Java using Spring Boot Framework, HTML5, CSS3

### **Valley Oasis Transportation LLC | Blaine,MN | 09/2022 to 08/2023**

#### ***Web Developer***

- Web Developer & Customer Service Specialist
- Developed websites while concurrently managing customer inquiries and complaints
- Used CRM software to track, manage, and resolve customer issues
- Prioritized and organized tasks in a fast-paced environment, improving overall operational efficiency

## **EDUCATION**

- **Evangdi Tech** | Online | 12/2022
  - High Level Job Training | Full Stack Web Development
- **American Dream Academy Coursera** | Online | 12/2022
  - High Level Job Training | Full Stack Web Development

## **LANGUAGE**

English and Amharic