

Rodas Gebreyohannes

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CAREER SUMMARY

A dedicated professional seeking a role where I can leverage my communication skills, technical expertise, and passion for customer service to drive success within a dynamic organization. My goal is to contribute to the organization's growth and deliver exceptional service while developing my skills in a collaborative environment.

RELEVANT SKILLS

Professional Skills: Data management, Customer Service, Business Communications

Technical Skills: Microsoft Office Suite, Zoom, Advanced Excel

Languages: Amharic, Tigrinya & English (bilingual/fluent)

RELEVANT PROJECTS

Fractal Generation Project

Technologies: Java, Recursion, Observer Design Pattern

- Developed a fractal generation program using recursion to create equilateral triangles and circles, controlled by user-defined settings.
- Implemented the Observer design pattern to ensure efficient, loosely coupled components for real-time fractal rendering.
- Created a user-friendly GUI to adjust recursion depth and circle opacity, providing interactive control over the fractal display.

PROFESSIONAL EXPERIENCE

Securitas | Seattle, WA

Customer Service Representative | August 2024 - Present

- Provided excellent customer service by addressing inquiries, concerns, and requests, ensuring customer satisfaction.
- Effectively handled customer complaints and resolved issues in a timely manner.
- Maintained a professional demeanor while interacting with customers, ensuring compliance with company standards.

Ahadu Ethiopian Restaurant | Seattle, WA

Server | May 2023 - May 2024

- Greeted and assisted customers, ensuring a welcoming environment and smooth dining experience.
- Managed multi-line phone systems to efficiently address customer inquiries.
- Responded promptly to customer emails, providing information and resolving concerns.
- Contributed to business strategies, offering suggestions to enhance customer satisfaction and restaurant operations.

Chico's | Seattle, WA

Sales Representative (Part-Time) | November 2024 - Present

- Assisted customers with product selection, providing expert recommendations and personalized service to boost sales.
- Processed transactions, handled returns, and maintained store organization.
- Achieved sales targets through proactive customer engagement and upselling techniques.
- Managed visual merchandising to ensure attractive and organized displays.

EDUCATION & TRAINING

Year Up United *Remote*

Certificate - Application Development *March 2025 - Present*

- Year Up is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.

North Seattle College | Seattle, WA

Associate's Degree in Information Technology (Expected Graduation: March 2025)

- Relevant coursework: Information Development, System Design, IT Project Management