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Objective

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.

Skills Summary

- Exceptional customer service and relationship-building skills
 - Effective in generating revenue and strategizing financial initiatives
 - Strong conflict resolution and problem-solving abilities
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Technical Skills

- Multilingual: Fluent in English, Tigrinya, and Amharic
 - Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
 - Expertise in customer segmentation systems and consumer communication strategies
 - Basic knowledge of Information Technology principles (Data management, system analysis)
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Education

North Seattle College | Seattle, WA

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

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

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.

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.