

Tesfaye G. Hailu

Seattle, WA, 98146

tes.girmah@gmail.com

(206) 423 1806

SUMMARY

Very organized and Self-motivated person with customer service experience serving the public. Detail-oriented, fast to learn new things and proactively seek opportunities to grow and develop. High interest for Tech where I can utilize all my strengths, interest, and dedication to bring value to my team and customers.

TECHNICAL SKILLS

- **Programming Language:** JavaScript, C++
- **Server-Side Technologies:** Node.js, Express.js, MongoDB
- **Web Development:** HTML, CSS, React, Vite
- **Version Control:** Git

SKILLS

- Very passionate to learn new skills.
- Exceptional customer service and interpersonal skills.
- Self-motivated with little to no supervision and meets deadline.
- Adaptable and able to work in a fast-paced environment.
- Maintains a positive attitude and always willing to help.
- Able to multi-task while still paying attention to details, able to work under stressful situations.
- Multilingual – English, Amharic and French.

Customer Service Agent, Sales and Marketing, Operations, Price Analyst at Ethiopian Airlines, Addis Ababa, Ethiopia

- Provided exceptional service by assessing customers' needs and assisting them with finding solutions.
- Earned Managers' appreciation letters for Teamwork and customer appreciation letters for Excellent Customer Service.
- Develop and implement sales plan by conducting market research to identify target markets, customer preferences and emerging trends.
- Prepare promotional plan to promote the company's services and products to reach the target group.
- Coordinate the activities of aircraft movement, ground handling services, passenger services, baggage handling and airside operations.
- Do price analysis and avail competitive fares taking many factors into account.

EDUCATION

- ✓ Bachelor of Arts (BA) Degree in Management, Addis Ababa University, Addis Ababa, Ethiopia.
- ✓ Associate Degree in Computer Science, Addis Ababa University, Addis Ababa, Ethiopia.
- ✓ Certificate in Software Engineering from Perscholas, Seattle, USA