

Customer Service Customer Service Washington, DC Authorized to work in the US for any employer  
Work Experience Customer Service Hailo Network - Washington, DC July 2010 to October 2013  
Attracts potential customers by answering product and service questions; suggesting information  
about other products and services. Opens customer accounts by recording account information.  
Maintains customer records by updating account information. Resolves product or service  
problems by clarifying the customer's complaint; determining the cause of the problem; selecting  
and explaining the best solution to solve the problem; expediting correction or adjustment; following  
up to ensure resolution. Database Administrator eSystems Africa ICT Solution - Addis Ababa April  
2009 to March 2010 Education BS in Information Technology Strayer University - Washington, DC  
2013 to 2017 BS in MIS(Management Information System) Unity University - Addis, LA 2007 to  
2010

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