## Contact

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📞 +48 453 111 859

📍 Poland, Warsaw

🌐 https://www.linkedin.com/in/
yodit-tesfaye-a332902b7/

## Education

**Master of Management**
**WSGE University of Applied Sciences**
2024 - 2026

**Bachelor's Degree**
**Unity University**
2019 - 2023
Computer Science

## Skills

- HTML, CSS, JS, React
- Troubleshooting skills
- Customer service skills
- Attention to detail
- Time management
- Leadership skills

## Language

English

Amharic

# YODIT TESFAYE

Frontend Developer | Customer Service
Specialist | IT Service Desk Support

## About Me

Motivated and skilled professional with diverse experience in web development, IT support, and customer service. Proven ability to develop user-friendly web applications, troubleshoot complex technical issues, and deliver exceptional customer service across multiple industries. Adept at collaborating with cross-functional teams and staying updated with the latest industry trends and best practices.

## Work Experience

September 2022 - July 2024
Freelance | Remote
### Front-end Development

- Developed user-friendly web interfaces using HTML, CSS, and JavaScript.
- Collaborated with design teams to translate UI/UX designs into code.
- Wrote clean, maintainable code and contributed to code reviews.
- Stayed updated on emerging front-end technologies and best practices.

December 2023 – May 2024
Foundever | Gdansk
### Customer Service Specialist

- Managed customer interactions across multiple channels with professionalism and empathy.
- Guided customers through processes, offering detailed information on products and services.
- Troubleshot and resolved customer issues, escalating complex cases when necessary.
- Consistently focused on ensuring customer satisfaction and enhancing the overall experience.

May 2023 – October 2023
MMCY Tech | Addis Ababa, Ethiopia
### IT Service Desk Specialist

- Served as the primary contact for incoming technical support requests via phone, email, and ticketing system.
- Diagnosed and troubleshot hardware, software, and network issues.
- Provided timely resolution or escalation of IT support tickets according to SLAs.