**ABEBAW AYELE**

6040 14th St NW Washington DC 20011

202-629-7212 [abex72@gmail.com](mailto:abex72@gmail.com)

**SUMMARY**

* IT professional, 5+ years customer service experience
* CompTIA A+ and Microsoft SQL DBA Certified
* Excellent communication, coordination, presentation and analytical skills

**TECHNICAL SKILLS**

* Configure and repair Desktop and Laptop PCs
* Install, troubleshoot SW/HW
* Administer domain accounts with Active Directory
* MS Office 2010 Word, Excel, Access, PowerPoint, Outlook
* Install workstation PCs
* Configure and restore wireless and wired connectivity
* Perform software testing
* Customer Service
* Database Programming:

T-SQL

* MS SQL Server integration services /SSIS/.
* SQL Reporting Service /SSRS.
* C++

**EDUCATION AND CERTIFICATIONS**

**Per Scholas IT-Ready Training,** Silver Spring, MD December, 2016

CompTIA A+ Certification

**Compass Micro System IT Solutions and Training**, Silver Spring, MD August, 2015

Microsoft® database administrator certification. (MSCS) SQL

**B.Sc. in MATHEMATICS,** Dilla University, Ethiopia September, 2002

**PROFESSIONAL EXPERIENCE**

**Carlyle DuPont Circle Hotel** 2015-2016

**Bellman**

* Engage with over 100 guests per day
* Solves any issue that arrive regarding guests services
* Inform guests of the procedures and policies and provide emergency information
* Work with colleagues to ensure a positive environment

**MMT General Trading** 2011-2014

**Transport and customs clearing Department team leader**

* Selected shipment routes, based on nature of goods shipped, transit times, or security needs.
* Determined efficient and cost-effective methods of moving goods from one location to another.
* Communicated effectively with clients and respond to their requirements.
* Supervised staff members within the Department
* Perform daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports.
* Coordinate with clients for necessary documents for Customs clearance

**Ethiopian Airport Customs Office** 2003-2011

**Valuation and data assessment senior officer**

* Compared data with documents to verify and detect errors to meet requirements.
* Generated Excel Monthly Inventory report through built-in Crystal Report scripts from data base system software.
* Train users and new employees in details of system operation (ASYCUDA++)
* Perform software application and website user experience testing and Report bugs to developers.
* Excellent communication, coordination, presentation and analytical skills