

Betelehem Akalu

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EDUCATION

University of Maryland, Baltimore County
Bachelor of Science, Information Systems
GPA: 3.7

Baltimore, MD
Expected Graduation: Dec 2025

ACADEMIC COURSEWORK -Software and Hardware Concepts, Management Information Systems, Systems analysis and design, Data Communications

CERTIFICATIONS- AI4ALL Discover AI, SheCodes

LEADERSHIP AND EXTRACURRICULAR ACTIVITIES: UMBC STARS Computing Corps, Hearts for the Homeless, Alex's Lemonade Stand Foundation, Retriever Essentials

WORK EXPERIENCE

Market Data Intern, Application Production Support (APS) *June 2025-Aug 2025*
BNP Paribas, NY

- Gained hands-on exposure to in-house applications and vendor-specific processes, supporting tasks such as license swaps, relocations, and enabling access to live market data feeds.
- Initiated and managed market data license requests on behalf of traders, VPs, and other firm employees by coordinating with external vendors and ensuring accuracy through RPM documentation.
- Communicated with users to provide status updates and issue resolution, while collaborating with vendors to process requests through various platforms, including Bloomberg Customer Support.
- Supported the exit and cancellation process by ensuring daily leavers had no active licenses, safeguarding compliance and optimizing cost efficiency for the firm.

Guest Experience Team *Sep 2024-present*
University of Maryland Baltimore County

- Communicate with diverse demographics to navigate campus resources effectively
- Work closely with a team of 5–6 members to address challenges, resolve conflicts, and contribute to effective decision-making.
- Organize and manage front desk operations to create positive, efficient, and professional experience for students and visitors.

Academic Peer Advocate | Academic Success Center
University of Maryland Baltimore County *Sep 2023-present*

- Guided first- and second-year students in navigating campus resources by actively listening to their needs and providing clear direction, resulting in improved student confidence and successful use of available services.

- Provided individualized support to students transitioning to college by assessing their challenges and connecting them with APA leaders, helping ease adjustment to promote academic and personal success.

Research Assistant

Department of Biological Sciences, UMBC

June 2022- Aug 2022

- Researched the effect of nitrogen sources on oxidative stress in *Chlamydomonas reinhardtii* by conducting controlled lab experiments, leading to insights on enhancing algal production efficiency.
- Presented research findings at Johns Hopkins University and at the NSF-funded Emerging Researchers National Conference in STEM, communicating data to faculty, professionals, and peers

HONORS AND AWARDS

- Cyber Scholar
- National Society of Collegiate Scholars (NSCS)

Skills

- Windows, Microsoft Office, Leadership, Event Planning, Communication, Research, Customer service, Fund Raising, Creativity, Innovation, Time Management