**Feruz Embaye**

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**Skills**

* **Certifications**: Microsoft Office Pro Certification
* **Professional Communication:** Quick Learner, Team Player, Customer Service
* **Technical:** SQL, Oracle**,** Microsoft Office 365 (Excel, Word, PowerPoint, Outlook), Zoom
* **Additional Languages:** Fluent in Tigrinya, Amharic, and English

**Experience**

**Year Up Simulated Internship Program** Virtual

Forage – Data Analytics Pathway February 2024 – May 2024

* Completed an 8-week virtual internship program working with companies like JP Morgan, Goldman, and Fidelity on real-world projects exhibiting the following skills*:*
* Proficient in Excel functions and data analysis, including cleansing, manipulation, and conditional formatting
* Skilled in automation through VBA scripting, developing functional macros based on sales data
* Experienced in drafting and prioritizing user stories using Trello
* Conducted daily standups to plan tasks and motivate team members
* Led sprint reviews to gather feedback and retrospectives to improve future sprints

**Our Bridge for Kids After School Program** Charlotte, NC

Classroom Facilitator August 2023 – May 2024

* Proficiently aid students from kindergarten through 8th grade with homework, ensuring comprehension and mastery of core concepts across various subjects.
* Cultivate a supportive and inclusive atmosphere in the after-school classroom, catering to the diverse academic needs of students spanning multiple grade levels

**Amazon** Charlotte, NC IT Support March 2020 – May 2022

* Update 6 devices and computers daily and fix 10 printers and scanners weekly to perform the necessary tasks.
* Control weekly shipment schedules and manage items that need to be shipped

**Amazon** Charlotte, NC

Inventory Management Specialist May 2022 – September 2023

* Monitored inventory virtually and physically using QuickSight dashboards.
* Implemented efficient deletion processes for post-shipment inventory, handling over 1500 containers using Excel
* Generated an average of 40 daily tickets for hazardous materials (HAZMAT) items.

**Citgo** Charlotte, NC

Store Cashier November 2019 – March 2020

* Prepared 100 orders weekly and Assisted 30 customers daily with products and preparing the items for shipment
* prepared 10 pieces of merchandise for customers daily
* Recovered 20 merchandise items weekly and reinforced items to customers

**Saba Modern and Traditional Clothing Shop** Dekemhare, Eritrea

Customer Service June 2015 – September 2018

* Supported 20 customers daily by helping them select items to purchase
* Recovered merchandise items and ensured all items were in a secure place
* Assisted with processing floor set and shipment of products.

**Education**

**Year Up / Central Piedmont Community College** Charlotte, NC

*Data Analytics August 2023 – May 2024*

* Year Up is a leading one-year career development program that includes college-level courses, professional training, and a six-month internship
* Relevant coursework: proficiency in MS Office 2016 applications such as Excel, Word, PowerPoint, and Outlook, as well as expertise in SQL programming languages for database management and data analysis