Henok Debesay

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[LinkedIn](#) | [GitHub](#)

RELEVANT SKILLS

- Microsoft Office Suite
- Office 365
- Zoom
- React

- HTML / CSS
- JavaScript
- GitHub
- Social Media Marketing

- Project Coordination
- Customer Service
- Business Communication
- UI/UX

EXPERIENCE

DGS, Minneapolis, MN   January 2020 – Present
Cabin Service Trainer/Supervisor
- Designed and delivered training courses for more than 400 employees and always met Delta Airlines' expectations
- Ensured that all training was completed and submitted daily in a timely fashion
- Coordinated daily activities of employees to ensure a safe and efficient working environment in compliance with OSHA

Metropolitan State University, Saint Paul, MN   August 2018 – December 2019
Information Technology Help Desk Technician
- Provided first point of contact for IT related issues and requests via telephone, email, and walk-ins, which resulted in customer satisfaction
- Assisted with continual maintenance of process improvements, ticket reconciliation, and cross-training and education in the team
- Resolved more than 20 wide range of software, hardware, and connectivity issues for students and faculty daily

EDUCATION

Year Up / Seattle Central College, Seattle, WA   March 2022 – Present
Year Up is an intensive, competitive technical training and career development program. The program includes college-level courses, professional training, and a six-month internship.

- Completed coursework in Software Development and Testing, Project Management, and Business Communications, with specialized training in Application Development, including HTML, CSS, and JavaScript

Metropolitan State University, Saint Paul, MN   August 2018 – December 2019
- Bachelor's Degree, Public Relations

CERTIFICATIONS AND TRAINING

Angela Yu Web Development - 2022