

Meron Hailekiros

Creative, detail-oriented, software engineer with a deep interest in cloud computing and solving customer problems. Proven track record of creating and implementing successful front and back end web applications. I am eager to build on my skills and grow my career as a Software Developer , and I am excited to contribute my ideas to a tech company like IBM with global reach.

EXPERIENCE

100devs Bootcamp, Remote — *Software Engineer*

October 2020 - PRESENT

Used HTML, CSS, JavaScript to build dynamic web applications from concept to completion

- Collaborated with a team of developers to build modern and responsive web applications using best practices
- Built semantically structured full stack web applications
- Applied agile methodologies like SCRUM for project management

Hampshire Properties, New York, MA — *Entrata Specialist*

January 2020 - September 2020

Supported the operations of 13 properties totalling over 7,000 apartment homes through Entrata, the Property Management Software

- Developed and managed a help desk platform to streamline all internal Entrata technical support requests resulting in a more efficient workflow
- Educated and trained leasing office staff and new hires on the software to improve customer experience and satisfaction
- Created informative “how to” decks and webinars with step by step guides on the “Lead to Lease” process and resident management techniques for leasing office employees

Greystar, Boston, Ma — *Resident Services Manager*

july 2017 - December 2019

Worked closely with the Property Manager of a global luxury residential company to ensure a smooth operating apartment community of 475 units

- Ran delinquency reports, collected rent, notified residents of rent payments & assisted with recurring payments registrations
- Generated new and renewal leases from start to finish, including countersigning leases.
- Ensured the overall satisfaction of residents with 48 hours response time, effective engagement & problem-solving skills
- Communicated with residents by distributing memos & notices through email, internal portal, and social media

CONTACT

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[Linkedin](#)

[Github](#)

SKILLS

HTML

CSS

Javascript

OOP

Web Accessibility

EDUCATION

Agnes Scott College,
Decatur, Ga — *B.A*

May 2008 - August 2012

Psychology & Africana Studies

Botswana University ,
Gaborone, Botswana

December 2010 - May 2011

Study Abroad through ISEP