Mahlet Gebremedhin

Backend Developer

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SUMMARY

A Django enthusiast eager to continue learning and growing in backend development. I am currently learning and practicing with Django framework to create efficient and scalable backend solutions. In addition to exploring opportunities in the field and continue expanding my skills in backend technologies, I am eager to gain more experience and contribute to projects that enhance user experiences. I am always looking for new opportunities to expand my knowledge and expertise. Let's connect and collaborate on some exciting projects together.

EXPERIENCE

Customer Service Representative | Sales Development Representative   Aug '22 — Dec '23
MMCY TECH | Shutterfly, LLC.   United States
- Provided general customer support by answering incoming calls regarding order status, process, and inquiries.
- Resolved customer concerns efficiently and effectively to ensure customer satisfaction.
- Demonstrated strong interpersonal skills and professionalism in all interactions with customers.
- Collaborated with team members to address customer inquiries and escalate issues when necessary.

Student Research Assistant   Feb '22 — May '22
NERD   Addis Ababa, Ethiopia
- Delivered a pneumonia detecting AI for a competition hosted by NERD in partnership with GDG Addis and US Embassy.
- Gathered information to research Neural Networks to contribute to pneumonia detecting AI.
- Worked within a team to maintain high levels of productivity.
- Searched in scholarly databases and libraries to locate necessary datasets for the project.

Creative Direction Intern   Oct '21 — Nov '21
EGA (Ethiopian Games Association)   Addis Ababa, Ethiopia
- Developed creative designs for digital marketing team.
- Developed creative concepts and designs for a variety of projects including, websites, and digital marketing campaigns.
- Worked in a team to study new ways to promote the festival events.

Digital Marketing Intern   Oct '21 — Nov '21
EGA (Ethiopian Games Association)   Addis Ababa, Ethiopia
- Researched and identified new platforms and tools to improve marketing efforts.
- Analyzed and reported on the success of campaigns and suggested optimizations.
- Built and maintained relationships with influencers to increase brand awareness.

Technology and Development Intern   Oct '21 — Nov '21
EGA (Ethiopian Games Association)   Addis Ababa, Ethiopia
- Developed a dynamic website using Django framework.
- Worked in a team to make a Wordpress website for the Gaming Festival.
- Edited content for ChewataCon's website.

EDUCATION

American College of Technology (GPA: 3.3)   Jan '22 — Jan '26
                                                                                                     Addis Ababa, Ethiopia

NAZARETH SCHOOL (GPA: 3.0)   Jan '15 — Jan '19
                                                                                                     Addis Ababa, Ethiopia

AWARDS

Outstanding performance   May '22
NERD and GDG Addis
Achieved second place in the NERD and GDG Addis competition hosted in partnership with the US Embassy for delivering a pneumonia detecting AI. Awarded a drone kit for outstanding performance.

SKILLS

Programming Languages   Python, Ruby, Java, C++, C
Web Development   Django, Ruby on Rails, WordPress
Tools   Docker, OpenGL, PostgreSQL
Customer Support   Cold Transfer, Customer Satisfaction(CSAT), Customer Relationship Management (CRM) Software, Salesforce Software, Phone Etiquette, Warm Transfer