

# Eyerusalem Mengistu

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## Skills

- **Languages:** Fluent in Amharic
- **Software:** Microsoft Office Suite 2016 (Access, Excel, PowerPoint, Word); Microsoft Advanced Excel Statistical Analysis Tools, drivers; basic HTML, and wikis; basic understanding of database and SQL, Microsoft SharePoint, Office 365, Atlassian Jira
- **Hardware:** HP desktops & laptops; Dell desktops & laptops; Lenovo ThinkPad laptops; HP printers; general computer builds and repairs; hardware installations and swaps, Operational procedures of rolling out new device and refreshing old ones
- **Support:** Helpdesk: escalation and documentation on ticketing system, customer service support (email, phone, and in person), Sales Support, Client information
- **Project Management:** Experience in leading and supporting a team in the overall planning and delivery of a project. Interpersonal skills focus: leadership, communication, influencing, problem solving, decision making, negotiating, team engagement
- **Licenses & certifications:** Business Writing I, Business Writing II, Career Development and Interpersonal Relations, Introduction to Computer Applications, Advanced Excel, Database Management, Scripting Languages, Public Speaking

## Experience

### **DXC Technology**

*Change Management and Communication*

**Tysons, VA**

*August 2021 – April 2022*

- Working with the Director, Change Management to deliver content as necessary
- Engage learning and Development to deliver content as necessary
- Working with project teams and business leaders to integrate change management activities into overall work plans and critical paths
- Creating agendas and making appointments by using outlook and teams

### **Sidamo Coffee and Tea**

*Barista*

**Washington, DC**

*September 2017 – July 2018*

- Provide excellent customer service to 100+ customers per day and ensure they are satisfied with orders
- Memorize 100+ coffee, tea, and cocoa beverages, in order to better serve each customer
- Communicate to my manager any difficulties, guest comments and other relevant information

### **Letena Ethiopian Restaurant**

*Server Assistant*

**Washington, DC**

*August 2018 – November 2019*

- Answer the phone and assist 20+ guests daily in a friendly, courteous manner
- Collaborate with kitchen and servers to ensure meals are accurate and delivered in a timely manner
- Standing for over 8 hours

## Education

### **Year Up, National Capital Region**

*Software develops Training*

**Washington, DC**

*January 2021 – January 2022*

- Year Up is a leading one-year career development program with 250 corporate partners around the country; the program includes college-level courses, professional training, and a six-month internship
- Earn credits through the American Council on Education's College Credit Recommendation Services; coursework focuses on track-specific content (such as computer hardware and troubleshooting, quality assurance, project management, or customer service), along with Microsoft Office applications, advanced Excel, business writing, and public speaking

### **The University of the District of Columbia**

*Computer science*

**Washington, DC**

*August 2019– January 2021*

## **Volunteer and Leadership Experience**

### **Mary's Center Teen Program**

*Volunteer*

**Washington, DC**

*November 2017 – June 2019*

- Work professionally with internal and external stakeholders
- Attend monthly training courses in cardiopulmonary resuscitation, financial literacy, and communication