Haftamu Molla

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WORK EXPERIENCE

TINY HEAVENS Queens, NY
Lead Software Developer Dec 2019 – Aug 2022

- Contributed to robust software application, leveraging HTML, CSS, JavaScript frameworks for improved user experience and performance, resulting in a 30% increase in user satisfaction and a 20% improvement in application performance
- Harnessing the power of SQL databases, I employed advanced data querying and modeling techniques, resulting in a remarkable 40% reduction in data processing time. This enhancement facilitated seamless real-time analytics, empowering timely insights and informed decision-making..
- Led a team to implement RESTful APIs and development tools to integrate third-party services, expanding application functionality by 40% and establishing new partnerships, driving a 25% growth in the user base.
- Demonstrated expertise in full-stack development, delivering end-to-end solutions with improved user engagement and client satisfaction, achieving a 25% increase in user engagement and a 20% improvement in client retention for the first two conservative years.

VERIZON Brooklyn, NY
Technical Support Supervisor Feb 2018 – Sep 2018

- By consistently staying informed about Verizon's products, services, and network infrastructure, I maintained an up-to-date understanding. This enabled me to offer accurate troubleshooting guidance, ultimately leading to a 20% decrease in resolution time.
- Monitored teams performance metrics, such as first call resolution (FCR), average handle time (AHT), and customer satisfaction (CSAT), and implemented targeted action plans to drive performance improvements.
- Utilized data analysis to implement focused action plans, leading to a notable 10% enhancement in team productivity and a significant 15% reduction in customer complaint escalations.
- Collaborated effectively with cross-functional teams to thoroughly analyze business requirements and devise innovative technology solutions, yielding a remarkable 20% improvement in operational efficiency.

MONTGOMERY COLLEGE Silver Spring,MD
Help Desk Network Technician June 2014 – Sep 2017

- Efficiently handled an average of 50 calls and 15 emails daily, achieving a high daily interaction rate of 65 inquiries, while providing prompt assistance to students and faculty members.
- Proficiently utilized ServiceNow, Genesys, Microsoft Server, and Microsoft Identity Management software systems to ensure accurate information retrieval and efficient caller support, resulting in a 90% accuracy rate in accessing people's details.
- Implemented robust data security measures in maintaining precise student records on-premise SQL server within Microsoft purview, resulting in a 99% data integrity rate and minimizing risks of data breaches or unauthorized access.
- Collaborated with other departments to successfully assist over 500 students and 200 faculty members, resolving account-related problems, and streamlining processes, resulting in a 30% improvement based on feedback surveys.

EDUCATION

BARO TECHNOLOGY Silver Spring, MD
Power BI Data Science - Bootcamp Mar 2023 - April 2023
Skills - T-SQL development, SSIS development, Data Warehousing and Power BI

COLLEGE OF STATEN ISLAND Staten Island, NY
Bachelor of Science in Computer Science , ABET Jun 2022
Relevant Coursework: Data Structure with C++, Software Engineering, O.S, Algorithms, C/C++, and Network & Security

SKILLS

Technical Skills: HTML, CSS, JavaScript, Python, Ruby, Ruby on Rail framework, RDBMS MYSQL, Unit Testing, Git/GitHub
Certifications: Red Hat Enterprise Linux, Innovation with Google Cloud, Google PMP, and IBM Data Science