

BETEL TESFAYE

<https://extern.com/portfolios/betel-tesfaye>
BETELTESFAYE.IT@GMAIL.COM

Detail oriented with hands on tech support/sales experience and data handling experience.

EXPERIENCE

Amazon Operational Strategy & People Analytics, Remote — Extern

JUN 2026 - PRESENT

- Analyzed workforce data and public employee feedback from Fulfillment Centers to identify root causes of frustration and improve the 90-day employee experience.
- Utilized Python and advanced spreadsheets to clean datasets and conduct sentiment and tone analysis on web-scraped employee reviews.
- Segmented workforce feedback by role, shift, and tenure to develop distinct employee personas and uncover recurring organizational bottlenecks.

T-mobile , Laurel, MD — Wireless Sales Associate

MAR 2026 - PRESENT

- Analyze customer needs and recommend solutions, improving customer satisfaction and sales performance.
- Track Sales data and identify trends to optimize product recommendation.
- Collaborate with a team to improve sales strategies.

AT&T , Laurel, MD — Tech Sales Consultant

APRIL 2024 - MARCH 2026

- Assisted customers with product selection using need based analysis
- Developed strong communication and problem solving skills.

EDUCATION

University of Maryland , College Park, MD — Information Science

Expected to graduate 2027

Big sister- AWS club

Montgomery College , Rockville, MD — Computer Science & Information Systems

AUG 2023 - DEC 2025

Honor role- Dean list

SKILLS

Data Entry & Accuracy

Process Documentation

Manage Inventory Counts

Communicate & Team Collaboration

Problem Solving & Critical thinking

Customer Insight & Sales Data Interpretation

Technical Skills

C++

Basic SQL

Excel

Google Sheets

IT Infrastructure

AWARDS

Honor role

Summit Winner (AT&T)

LANGUAGES

Amharic, English , French