

SARTU ADAM

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WORK EXPERIENCE

City of Seattle - Finance and Administration

Jul 2026 - Sep 2026

Business Systems Application Intern

Seattle

- Service Hub Reporting: created a Power BI dashboard to **track Service Hub annual ticket trends** for future workflow forecasting and reporting
- OpenGov Focus Group: Led a **focus group to obtain new user feedback** on OpenGov software leading to updates to training and new user materials
- Drafted user documentation and training guides for PeopleSoft, Masterworks, and OpenGov, helping employees adopt new system processes more quickly

Northwest Center

Sep 2025 - Present

Administrative Coordinator

- Create call-center performance dashboards in Power BI using SQL queries to track key operational metrics, enabling managers to spot service bottlenecks and improve the customer experience
- Entered and maintained accurate records in Microsoft Access, Excel, and internal databases, ensuring data integrity and consistency
- Created and updated Power BI dashboards to visualize operational trends and support team reporting needs for fundraisers
- Provided general administrative support, streamlining scheduling, documentation, and day-to-day coordination tasks

AVELA

Jun 2022 - Apr 2024

Instructor- Electronic Literacy & STEM

- Taught web development, software/hardware engineering, and STEM concepts to underrepresented K-12 students across Seattle, resulting in increased student engagement and understanding of digital literacy
- Designed and delivered engaging lessons to **over 100 students** to promote digital literacy and empower students from diverse backgrounds.

Securitas

Aug 2023 - Mar 2024

Security Professional

Microsoft Campus, Redmond

- Monitored and reported safety and security incidents across the Microsoft campus, contributing to a safer environment and reducing incident response time
- Ensured compliance with site protocols and supported emergency response efforts, which enhanced overall campus safety and deterred potential threats

University of Washington School of Nursing

Jun 2021 - Jun 2023

Administrative Intern - Advancement Office

Seattle

- Supported the Advancement team in **analyzing funding streams and donor trends** using Excel and company server, which helped in **identifying key areas for potential growth in donations**
- Conducted research to identify and engage public and private sector partners, leading to increased philanthropic support for nursing education and research

City of Seattle - Seattle Public Utilities

Jun 2021 - Sep 2021

Student Intern – Workforce Development

Seattle

- Collaborated with a cohort of interns to **research and develop a presentation on strategies to diversify Seattle's municipal apprenticeship programs**, resulting in actionable recommendations for inclusive outreach and equity initiatives like **priority hire**
- Developed recommendations focused on inclusive outreach, equity in hiring pathways, and community engagement, which were incorporated into the final presentation to enhance program diversity

EDUCATION

University of Washington - Seattle

Sep 2020 - Jun 2025

Bachelor, Geography Data Science

Garfield High School

Sep 2016 - Jun 2020

Extracurricular

Oromo Student Union

Sep 2021 - Jun 2024

Community Outreach Coordinator

- Tasked with community outreach for development and growth of Oromo students at UW **resulting in \$5K+ of funding** for events such as career fairs, alumni mixers, and charity fundraisers etc.

Somali Student Association

Sep 2023 - Jun 2024

Community Outreach Coordinator

- Cultivated **cross-campus partnerships** and community engagement to support Somali students, driving fundraising campaigns that secured thousands for scholarships and student programs

Skills & Softwares

- Geospatial Data Analysis, PowerBI, Office Suite software, Microsoft Access, SQL, Data Analysis, Data Visualization, Corporate communications, OpenGov, Masterworks, PeopleSoft

Interests

- Chess
- Tennis
- Travel
- Yoga