

Bilen Tamrat

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Solution-driven Web Developer adept at contributing to a highly collaborative work environment by developing consumer-focused websites using HTML, CSS, and Javascript. Design and develop web applications across multiple APIs, third-party integrations, and databases with excellent teamwork, problem-solving skills, and professional work ethic.

EXPERIENCE

Web Development Fellow

Dec. 2021 - Present

Google | Remote

- Full-time 12-month technical training immersed in fundamentals of web development
- Developed and tested weekly projects in Javascript, HTML, and CSS
- Collaborated with teams of 4-5 fellows to complete group projects on time
- Certification in front-end web development, including API usage and familiarity with advanced web frameworks

Google Ads Quality Rater

Jan. 2019 - Dec. 2019

Workforce Logic | Remote

- Researched multiple ads, visit web pages, and answer questions about findings using a web-based work system
- Collaborated with teams in evaluating and analyzing ads
- Evaluated and examined advertising-related data of different kinds and provided feedback using an online tool

Customer Service Supervisor

Jul. 2013 - Dec. 2018

Swissport USA, Inc (Virgin Atlantic Airways) | Dulles, VA

- Managed the Flight Monitoring Unit
- Supervised about 20 Customer Service Agents
- Monitored the VIP Clubhouse with about 50-100 passengers at a time
- Assisted the station manager with the daily operations

Customer Service Agent

Sept. 2011 - June 2013

Swissport USA, Inc (Virgin Atlantic Airways) | Boston, MA

- Facilitated day-to-day ticket counter operations including check-in, reservation, and ticketing, as well as boarding of flights and issuing boarding passes to 300+ customers per flight
- Prepared reports by summarizing and analyzing flight details

EDUCATION

Generation USA | Digital Marketing Analyst Certificate

Sept. 2021 - Dec. 2021

Addis Ababa University | Bachelor of Science in Information Systems

Aug. 2004 - July. 2008

SKILLS

Web Development Technologies - HTML | CSS | Javascript | Bootstrap | Git | Testing/Debugging | Responsive Web Design | VS Code | Vite | Node.js | NPM | IndexedDB | React.js | Java | IntelliJ IDEA

Soft Skills - Excellent Communication | Problem Solving | Analytical | Management | Detail Oriented | Teamwork | Customer Service

CERTIFICATION

- Responsive Web Design Certification
- JavaScript Algorithms and Data Structures Certification
- Google Analytics IQ