

# Rafael Tesfaye

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Seeking to excel in areas of software development, programming, information technology and exclusively real estate investing. Position where my skills and training can be utilized to enhance the productivity of given organization.

## Summary of Qualifications, Projects, Competitions

- Conducted investigation and presentation of project at Student Inquiry Conference (2006)
- Volunteer Librarian receptionist, MCPL - Gaithersburg (2008)
- Cardiopulmonary Resuscitation (CPR) certified specialist (2012)
- Inaugurated into the National Society of High School Scholars (NSHSS- 2011)
- Member of the Col. Zadok Magruder HS Chamber Choir (2010- 2014) - - Received elite scores in regional competition (2013, 2014)
- Music In the Parks festival competition, 1st place (2014)

Authorized to work in the US for any employer

## Work Experience

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### **Warehouse Associate**

Totalskin Care - Rockville, MD

June 2019 to December 2019

- Complete and deliver orders to customers on time
- Inspect goods for defects or damages
- Organize warehouse and workspace
- Organize stock and maintain inventory
- Process and package goods meeting the requirements and policies of global suppliers
- Pull, package and ship orders
- Restock materials
- Track inventory

### **Produce Clerk, Cut Fruit**

Safeway - Gaithersburg, MD

January 2018 to January 2019

- Cut fruits, vegetables, mixed platters, dips, etc
- Prep the department for the following business day
- Remove all outdated merchandise
- Change tags and signs on Sundays and Thursday night for upcoming promotions
- Properly handle damaged or returned products
- Bag groceries and assist customers to their vehicles
- Restock, rotate, and front shelves around the aisles & other departments
- Provide exceptional customer service

## **Customer Service**

CVS Pharmacy/Health - Olney, MD

June 2017 to November 2017

- Conduct sales transactions, answer questions on sales, services about medical merchandise
- Ensure all departments are fully stocked
- Check in and process vendors
- Update price information
- Support opening and closing store activities

## **Cashier/Customer Service**

Giant - Rockville, MD

September 2014 to March 2017

- Coordinate various method of payment for transactions, issuing receipts, disputing refunds via credit, vouchers check and change
- Assist customers by providing information and resolving their complaints
- Bag, box, wrap, or gift-wrap merchandise
- Stock, front and mark prices on shelves
- Prepare shipment packages
- Arrange for delivery and distribution of products, expediting the flow of materials

## **Production Clerk/Line Cook**

Pizza Hut - Gaithersburg, MD

November 2014 to March 2015

- Confer with dept supervisors and other personnel to assess progress and discuss needed changes.
- Confer with establishment vendors, or customers to coordinate production, orders or shipping activities and to resolve complaints or eliminate delay.
- Record data, including volume produced, consumption of raw materials, or quality control measures.
- Request and maintain inventories of materials or supplies necessary to meet production demands.
- Arrange for delivery, assembly, or distribution of supplies to expedite production flow and meet weekly schedules.

## **Front Desk Receptionist**

Bowl America Inc - Gaithersburg, MD

April 2014 to September 2014

- Operate a telephone switchboard to answer, screen, forward calls, provide information, take messages/ requests, schedule appointments, etc.
- Greet customers entering establishment, determine purpose of visit, and direct/ assist to specific destinations.
- Transmit and send over info or documents to customers, using computer or fax machine.
- Collect, sort, distribute, or prepare mail, messages, from courier deliveries.
- Analyze game data to determine answers to questions from customers or club members.
- Perform general duties, such as straightening magazines to maintain lobby or reception area.
- Provide tours for new guests describing specialty features of public facilities.

## **Volunteer Library Assistant**

Montgomery County Public Library - Gaithersburg, MD

June 2008 to August 2008

Assist in maintaining a clean workplace environment. Also coordinate operations of Summer Reading Program for kids (and students ages K-6th grade.)

## Education

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### **Associate in Computer Science**

Montgomery College - Rockville

Present

### **High School Diploma in Rockville**

Colonel Zadok Magruder High School

August 2010 to May 2014

## Skills

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- Customer Service
- Team Member
- Food Prep
- Fast Food
- Food Service
- Customer Care
- Bilingual
- Customer Support
- Library Services
- Produce Experience
- Software Development
- Critical Thinking • Service Orientation • Speaking • Social Perceptiveness • Coordination • Writing • Monitoring • Mathematics • Judgment and Decision Making • Instructing • Active Learning • Persuasion • Learning Strategies • Systems Evaluation • Time Management • Complex Problem Solving • Management of Material Resources • Systems Analysis
- Computer literacy
- Microsoft Excel
- Microsoft Word
- Microsoft Office
- Communication skills
- Time management
- Computer skills
- Organizational skills
- Retail sales
- Front desk

- Restaurant experience

## Assessments

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### **Retail Cash Handling — Highly Proficient**

May 2019

Calculating retail transactions and knowing cash drawer policies and procedures.

Full results: [Highly Proficient](#)

### **Customer Focus & Orientation — Highly Proficient**

August 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

### **Verbal Communication — Highly Proficient**

May 2019

Measures a candidate's ability to effectively convey information when speaking.

Full results: [Highly Proficient](#)

### **Written Communication — Highly Proficient**

May 2019

Measures a candidate's ability to convey written information using proper grammar rules.

Full results: [Highly Proficient](#)

### **Basic Computer Skills: PC — Expert**

August 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Expert](#)

### **Receptionist — Highly Proficient**

August 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Highly Proficient](#)

### **Filing & Organization — Highly Proficient**

August 2019

Measures a candidate's ability to arrange and manage files or records using a set of rules.

Full results: [Highly Proficient](#)

### **Scheduling — Highly Proficient**

August 2019

Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules.

Full results: [Highly Proficient](#)

### **Customer Focus & Orientation — Highly Proficient**

May 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Customer Service — Highly Proficient**

May 2020

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

### **Customer Focus & Orientation — Highly Proficient**

May 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Customer Focus & Orientation — Highly Proficient**

May 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Delivery Driver — Highly Proficient**

May 2020

Interpreting instructions, reading maps, and solving problems.

Full results: [Highly Proficient](#)

### **Medical Receptionist Skills — Highly Proficient**

October 2020

Managing physician schedules and maintaining accurate patient records

Full results: [Highly Proficient](#)

### **Attention to Detail — Highly Proficient**

October 2020

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

### **Attention to detail — Expert**

September 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Expert](#)

### **Administrative assistant/receptionist — Highly Proficient**

September 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

### **Cashier skills — Highly Proficient**

June 2021

Counting cash, processing transactions, following written procedures, and attending to details  
Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.