

Elias Ghebretsehay

8201 Misty Eve Ln Charlotte, NC 28213 | (704) 280-6954 | elias99g@gmail.com

PROFILE

Information Science undergraduate with experiences in retail operations, customer service, and residence life.

EDUCATION

The University Of North Carolina at Chapel Hill |

May 2022

Bachelor of Science in Information Sciences.

- Major: Information Sciences
- Minor: Math

SKILLS & ABILITIES

- HTML + CSS
- Proficient in Microsoft Word & Excel
- Undergraduate Research Skills
- Problem-Solving

WORK EXPERIENCE

Team Trainer | Arby's | Charlotte, NC |

December 2019 - Present

- Trained new team members in their assigned positions;
- Handcrafted meals for customers;
- Operated in the store during day and night shifts.

Team Member | Chick-Fil-A | Charlotte, NC |

June 2019 - November 2019

- Led customers at front-counter and drive-through area to proceed with food/drink orders;
- Greeted customers with generosity, took customers' orders, and completed transactions at a cashier;
- Strived to exert a positive energy to encourage customers to enjoy their dining experience.

Front Desk/VR Operator | Dave & Buster's | Pineville, NC |

August 2018 - March 2019

- Ensured that the guest's initial impressions with Dave & Buster's was positive and welcoming;
- Promoted and sold card games;
- Operated a virtual reality machine to assure the guest's safety during the sessions.

Resident Advisor | The University of North Carolina at Greensboro |

July 2018 - May 2019

- Collaborated with faculty and campus partners to implement student learning activities for a building of over 300;
- Managed residence halls, reported facility maintenance needs, and conducted regular safety checks;
- The first responder for mental and physical health crises.

EXTRACURRICULARS /VOLUNTEER EXPERIENCE

Phi Beta Sigma Fraternity, Incorporated, UNC | Chapel Hill, NC

Member since May 2020: A fraternity that embodies the high ideals of brotherhood, scholarship, and service. Participated in the organization of volunteer work, as well as, social and academic/informational events.

Information Security Club, UNCG | Greensboro, NC

Member, January 2019 - May 2019: A club for students pursuing extracurricular studies in InfoSec and Cybersecurity to expand their knowledge and the practical applications for those fields.

HONORS /AWARDS

- Dean's List: Fall 2017, Spring 2018, Fall 2018, Spring 2019;
- Academic Excellence Committee: Fall 2018, Spring 2019;
- National Society of Collegiate Scholars.

LANGUAGES

- English: Proficient;
- Tigrinya: Proficient.