

FIRDOS SALIH

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CAREER SUMMARY

Aspiring IT with strong understanding of improving organizational performance through collaboration and high-quality services. Adept at promoting adherence to policies and industry standards. Coursework completed at Richland College.

SKILLS & INTERESTS

Windows | Information Sec | IT Documentation | Team Collaboration | Google Workspace | Microsoft Excel & PowerPoint | Professional Verbal Communication | Resilience & Adaptability

PROFESSIONAL EXPERIENCE

TEXAS CONCIERGE

Dallas, Tx

Concierge

June 2021 - Present

- Contributed to maintaining a welcoming and professional environment, delivering excellent customer service to residents and visitors of the large residential building.
- Managed key aspects of concierge operations, overseeing daily resident needs, responding to inquiries, and coordinating with management to resolve issues.
- Delivered exceptional service by efficiently coordinating tour appointments, supporting building operations and visitor management.

JP MORGAN CHASE

Plano, Tx

Customer Service in Home Lending (Intern)

July 2025 – October 2025

- Delivered customer support by answering inbound and outbound calls, addressing mortgage-related inquiries, and assisting with account questions
- Gained knowledge of mortgage processes including escrow, principal, interest, property taxes, and insurance.
- Adapted quickly to a fast-paced call center environment while building confidence in handling customer interactions.

EDUCATION & TRAINING

YEAR UP UNITED

Dallas, TX

Information Technology Support Training

Jan 2025 – Jan 2026

- Year Up is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.
- Completed coursework in Excel, Business Writing, Public Speaking, and Professional Skills with specialized training in IT Support (Technical Support, Networking, System Administration, and Security).

DALLAS COLLEGE

Dallas, Tx

Certification

May 2025

- Google IT Support Professional Certificate

TECHNICAL SKILLS

Proficient in Microsoft Office 365, Zoom, Slack, Canva, Google Workspace, and Powershell

Languages

Fluent in English, Amharic, Arabic, and Tigrigna