






# Abiy Megersa

## CONTACT

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## SKILLS

- Knowledge of cloud computing principles and architectures.
- Proficiency with Windows and Linux operating systems.
- Strong computer navigation skills and PC Knowledge.
- Technical support.
- Experience with Microsoft Azure platform.
- Experience with virtualization technologies, including VM configuration and administration.
- Customer relations.
- Communication and interpersonal skills.

## LANGUAGES

**Afaan Oromo:** Native language

**English:**  C1  
Advanced

## PROFESSIONAL SUMMARY

Experienced and detail-oriented IT professional and a master's degree in information and communication technology. Experienced in network configuration, troubleshooting, and customer support, as well as technological updates and equipment configuration. Proficient in technical support, customer relations, utilizing ticketing systems for efficient query resolution, and working successfully with worldwide teams to increase customer happiness and company success.

## WORK HISTORY

**Technical IT support representative** 07/2023 - Current  
**Concentrix** - Katowice, Silesia

- Track, document, and retrieve information in the call tracking database.
- Respond to customer inquiries by referring them to published materials, secondary sources, or more senior staff.
- Install and configure software and hardware.
- Participate in activities designed to improve customer satisfaction and business performance.
- Respond to customer inquiries by referring them to published materials, secondary sources, or more senior staff.
- Documented core systems configurations, passwords, and system access requirements.
- Possesses adept skills in using the ticketing system for efficient customer query resolution.

## EDUCATION

**Master of Science:** Computer science, Informatics, 03/2022 - 09/2023  
**Silesian University of Technology** - Gliwice, Poland

**Bachelor of Science:** Electromechanical Engineering, 07/2018  
**Hawassa University Of Technology** - Hawassa, Ethiopia

**Certificate:** Microsoft Azure Fundamentals  
**Microsoft**

**Certificate:** Technical Support Fundamentals and System Administration and IT Infrastructure Services  
**Coursera**

**Certification:** The Complete Python Developer  
**Udemy**