Addisu Mulugeta

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St.Louis Park, MN

651-347-7346

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**Summary**

**I’m an individual who’s highly motivated and have passionate about designing, creating and supporting great products. As a self-motivated and hardworking student I will bring tremendous technical skills acquired during my school years to an organization’s business needs. This is possible through the collaboration of people from all backgrounds and discipline.**

**Education**

**Metropolitan State University**

Bachelor's Degree

Saint Paul, Minnesota

Graduated August 2019

As Management information systems graduate I had the opportunity to gain the knowledge and skills that enable me to succeed in a professional environment. I developed an understanding of the entire process of planning, designing and managing information technology. The rigorous classes at Metropolitan state university provided me with working knowledge of how to apply technology to solve business problems.

**Metropolitan State University**

Master's Degree

Saint Paul, Minnesota

Enrolled April 2021

**Employment History**

**Virtual Radiologic**

Operation Support Specialist

Eden Prairie, Minnesota

August 2015 – January 2019

* Monitor incoming orders and images to ensure that all necessary clinical information has been submitted
* Perform outbound calls -- requesting missing images, orders worksheet and others
* Perform data entry of faxed orders
* Coordinate conference calls for Doctors/NP/RN and Rad techs
* Achieved team goals of completing various projects
* Provide documentation of all study activity
* Create and delete user accounts
* Document ongoing IT related issues

**Virtual Radiologic**

Network Technician

Eden Prairie, Minnesota

January 2019 – Present

Responsible for supporting vRad's 24x7 production environment. This involves providing top tier technical support to clients, radiologist, and internal team members. Hands-on role requiring a broad technical knowledge in order to provide support for vRad’s software environment and hardware environment.  
  
Essential Duties and Responsibilities:  
· Test and troubleshoot VPN and network connectivity for new and existing customers  
· Provide technical support (via telephone, IM, e-mail, etc) troubleshooting issues and connectivity  
support for PACS, RIS and other Healthcare Systems  
· Assist all internal and external customers with any technical related concerns/issues  
· Document and communicate all applicable information from clients ensuring communication is  
available to the applicable internal department within the organization  
· Provide remote desktop and system support to internal and external clients including radiologists  
· Perform/troubleshoot SQL queries to resolve database issues

   Protocols: TCP/IP, ICMP, UDP, SSL, and TLS  
   Cisco Products  
   Documentation: ServiceNow

**Professional Skills**

Working knowledge of Microsoft Windows operating systems (7,8 and Windows 10): Intermediate

Visual Basics : Intermediate

C#: Intermediate

Analysis and design of IT application: Intermediate

Understand the detailed concepts of the System development life cycle (SDLC): Intermediate

Visio: Intermediate

Team oriented: Intermediate

**Languages**

English: Fluent

Amharic: Fluent

Oromiffa: Native

**References**

**Brian Wisenburg**

Former Supervisor

Virtual Radiologic

Eden Priairie

(612) 516-2749

**Fredrick McDonnald**

Trio Coach

Normandale Community College

(267) 816-0406