

Nebyat Ahmed

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Address: Addis Ababa, Ethiopia



CAREER OBJECTIVE:

Results-driven Computer Science professional with good technical skills, firm grasp of business needs and understanding of user requirements gathering. Assesses risks, troubleshoots problems and conducts tests. Excellent communication and planning abilities

PROFESSIONAL WORK EXPERIENCE:

Organization: Salaam Technologies

Time: March 2021-Current

Address: New York, USA

PROFESSION: Technical Support Specialist

Responsibilities:

- Maintained and updated customer service database.
- Analyzed issues to identify troubleshooting methods needed for quick remediation.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.

Organization: med store inc

Time: Dec 2021 - March 2022

Address: Addis Ababa, Ethiopia

PROFESSION: Website Developer Internship

Responsibilities:

- Collaborated with team members to achieve target results.
- Used coordination and planning skills to achieve results according to schedule.

ACADEMIC EDUCATION:

	<u>EXAMINING BODY:</u>	<u>YEAR</u>
○ BSC Degree in computer science	Unity UNIVERSITY	2017 - 2022
○ BSC degree in SOFTWARE Engineering	Holberton Alx	2021-2023

COMMUNICATION AND INTERPERSONAL SKILLS:

1. Active participant and collaborative team member.
2. Clear communication skills with team members.
3. team spirit

4.excellent communication skills

5.CONFIDENT

CERTIFICATION/ ADDITIONAL SKILLS:

Skills:

1. Skills and competences

Computer skill: SQL integration, Project Management, HTML & CSS,Bash/shell, My SQL , PHP

CERTIFICATION :

- Mule Soft Fundamental
- Artificial Intelligence intro from IBM
- Cybersecurity intro from IBM