AYENEW ADUGNAW SIMEGN
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🌐 Addis Ababa, Ethiopia

PROFESSIONAL SUMMARY

Highly motivated and detail-oriented **Technical Support Officer** and **IT Security Assessment Specialist** with over 5 years of progressive experience in digital banking technical support, security risk assessment, vulnerability assessment and penetration testing, change management, customer support, requirement analysis and stakeholder engagement. Proven track record in project execution, infrastructure support, security policy testing, and backend development. Adept in agile methodologies, stakeholder analysis, network management, and cross-functional team leadership.

CORE SKILLS

- IT Security Risk Assessment
- Change Management
- Cloud Security Engineering
- Cybersecurity
- Vulnerability Assessment and Penetration Testing
- EMV
- Digital Payment
- Fintech
- ISO 8583 & 2022
- Technical Support & Troubleshooting
- Project Management & Agile SDLC
- Stakeholder Analysis & Communication
- Network Configuration & Management
- Backend Development (Java, Spring Boot)
- System & Database Administration
- DevOps Practices & CI/CD Pipelines
- Scripting & Linux Administration
- Data analysis
- Leadership
- Time Management

PROFESSIONAL EXPERIENCE

Bank of Abyssinia – Addis Ababa, Ethiopia
IT Security Department

IT Security Assessment and Change Management – Security Assessment Officer
🗓 *Apr 2024 – Present*

- Conducts technical and security impact assessments on proposed IT changes.
- Develops and enforces change control protocols in alignment with audit compliance.
- Collaborates with stakeholders to validate system integrity during changes.
- IT security risk assessment
- Vulnerability assessment and penetration testing
- Conducted quality assurance of IT systems
- Planned and implemented disaster recovery and business continuity strategies
- Conducted digital forensic investigation and response

Digital Banking Department

Digital Banking Technical Support – Technical Support Officer
🗓 *Jul 2023 – Mar 2024*

- Led daily incident response and technical troubleshooting across digital platforms
- Logged and prioritized incidents to meet customer needs and optimize resource allocation
- Managed vendors and evaluated their performance as per SLA
- Maintained and updated digital banking systems
- Coordinated with development and operations teams for system upgrades
- Led teams to ensure smooth execution of daily operations
- Data driven ATM and ITM deployment as well as relocation

Digital Banking Technical Support – Associate IT Officer
🗓 *Feb 2022 – Jul 2023*

- Conducted detailed system testing for digital banking initiatives.
- Assisted in configuring and monitoring backend infrastructure.
- Played a key role in stakeholder communication for project rollouts.

Digital Banking Technical Support – Junior IT Officer
🗓 *Dec 2020 – Feb 2022*

- Supported ATM network systems and backend monitoring tools.
- Participated in the full test lifecycle for software deployment projects.
- Provided first-level support for internal software issues.

Digital Banking Technical Support – IT Trainee
🗓 *Dec 2019 – Dec 2020*

- Shadowed senior technical teams and assisted with network documentation.
- Participated in structured training sessions and live test environments.

PROJECT EXPERIENCE

Tata Cybersecurity Security Analyst Job Simulation on Forage - June 2025

- Completed a job simulation involving identity and access management (IAM) for Tata Consultancy Services, collaborating with a Cybersecurity Consulting team.
- Acquired expertise in IAM principles, cybersecurity best practices, and strategic alignment with business objectives.
- Delivered comprehensive documentation and presentations, showcasing the ability to communicate complex technical concepts effectively.

TellerX Upgrade Project
🔲 *Sep 2024 – Dec 2024*

- Role: Project Manager
- Description: Virtual banking system virtualization
- Responsibilities: Leading testing teams, analyzing stakeholder requirements, and overseeing monitoring and evaluation activities.

iSuite Implementation Project
🔲 *Apr 2020 – Aug 2020*

- Role: Feature Test Engineer
- Description: ATM camera image capture and retrieval system.
- Responsibilities: Designed and executed deliverables-based test plans.

SolidCore Security Implementation Project
🔲 *Apr 2020 – Aug 2020*

- Role: Feature Test Engineer
- Description: Endpoint security violation monitoring solution.
- Responsibilities: Conducted testing and validation of endpoint policy triggers.

TECHNICAL SKILLS

Languages: Java, Python, C, C++, Visual C++
Web: HTML5, CSS, JavaScript, JSP, Thymeleaf, React
Frameworks: Spring Boot, Spring MVC, Spring Security, Hibernate, JPA
Databases: MySQL

Tools: IntelliJ IDEA, Eclipse, NetBeans
Operating Systems: Windows, Linux (Scripting & Admin)
Networking: CCNA-level knowledge – TCP/IP, Routing, Switching, Wireless
Development Practices: OOP, REST APIs, CI/CD, Agile

EDUCATION

B.Sc. in Electrical and Computer Engineering
Addis Ababa University, Institute of Technology
📅 Aug 2015 – Jun 2019 | **GPA: 3.41**

CERTIFICATIONS

- Google Certified Professional Cloud Security Engineer – June 2025.
- Data Analysis Fundamentals – Udacity
- The Complete Java Masterclass – Udemy (Tim Buchalka)