FIKRALEM GEBREMEDHIN

CONTACT DETAILS

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EDUCATION

Cisco Certified Network Associate
Techno Brain
2015

Computer & Networking, Consumer Electronics, Cell Phone & Office Machine Maintenance Short-Term Training
Tetrode Electronics Technology Institute
2012 GC

High School Diploma
Meskaye Hizunan Medhane Alem Monastery High School
2008

SKILLS

System Administration
IT Management
Network Administration
Mobile Device Repairing
Customer Services
Excellent Communication & Presentation Skills
Strong Technical skills
Positive, Enthusiastic & Resourceful
Adaptable & Flexible
Effective Time Management

PROFILE SUMMARY

I am a passionate and highly qualified Information Technology Specialist with a keen eye for excellence looking for the next challenge! I have over a decade of experience in software & hardware and managing networks, and infrastructure.

Well experienced & a certified professional with strong skills in troubleshooting, analyzing and repairing of computer elements and various peripherals of any IT network. Also skilled in administering and monitoring performance of LAN/WAN networks using remote connection tools and is able to perform any repairs and programming on all types of mobile devices.

I am an excellent communicator, organizer, with interpersonal skills, plus excellent leadership and communication skills. Innovative, proactive and an excellent team player. A fast learner confident in making a difference. Highly skilled in a wide range of technologies and methodologies but with a very practical approach to real life problem solving.

PROFESSIONAL EXPERIENCE

Manager and Head of Technicians
Addis Smart (Franchise), Ethiopia (2017-2019)

This was a franchise operation where I set up the operation and was providing retail and repair support for Computers, Smart Phones & Office IT Machinery. I was also responsible for
- Setting up hardware and installing and configuring software and drivers.
- Maintaining and repairing technological equipment and peripheral devices.
- Installing well-functioning LAN/WAN and other networks and manage components.
- Managing security options and software in computers and networks to maintain privacy and protection from attacks.
- Troubleshooting system failures or bugs and providing solutions to restore functionality.

Lead Technician
Pick Pick ICT solution, Ethiopia (2012-2016)

- Performed all functions related to installation, configuration, and testing of computer software and upgrades on bank owned information technology systems; including personal computers, tablets, virtual desktop clients, and connections to the data networks.
- Performed customer services on different firms' departments and resolved hardware and software technical problems in the system elements after detailed analysis, including computer failures and software malfunctioning.
- Monitored and administered IT systems of firms and made recommendations to senior managers regarding hardware replacements, upgrades and new installations required.
- Provided first level technical support to users concerning hardware, software, and networking problems.
- Installed and maintained audio/video devices; including digital projectors
- Responded to trouble calls and provided local or remote testing and support.
- Maintained records of hardware issues, performance and supplies.

Service Technician
Addis Smart Technology Systems Inc, Ethiopia (2008-2011)

- Planned, assembled and installed computer systems in designated networks as per specifications.
- Installed and configured IT network components and assisted in the implementation of designed IT network configuration.
- Provided solutions and technical guidance to clients facing technical issues and difficulties.
- Diagnose, troubleshoot and repair mobile devices.

TECHNICAL SKILLS

Operating Systems – Win XP, 7, 8, NT, 2013, OS X and Linux-based OS
Micro Soldering on both Mobile Phones & Computer Boards
Microsoft Office Suites – 2003/2007/2010
Microsoft Exchange
Antivirus & Firewall
Various Types of PC Hardware - Apple/Mac, Dell, HP &Toshiba
Hard Drives, Monitors, Printers, Scanners & Video Equipment