

Ruhama Tamiru

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Work Experience

IT Support Specialist

FTVET college
September 2017 to September 2020

A technical support specialists knowledgeable about computer systems, electronic systems, and software applications. They can educate people, answer questions, and troubleshoot any related problems about technology-based products and services. When helping customers and end-users, the technical support specialist will ask specific questions in order to understand the issue. Since most customers are not familiar with technical terms and may be frustrated in trying to explain the problem, the support specialist will require patience, good listening skills and excellent communicating skills.

A technical support specialist may work in a help-desk environment or provide technical support in a company's IT department. They may work in a variety of fields, including computer systems, telecommunications, educational services and finance. Some technical support specialists may be able to work from home, while others must travel to clients' homes to provide computer support. They often work irregular hours to meet consumer needs

Information Technology Specialist

AMECHA - Addis, LA
February 2017 to June 2019

Information Technology Assistant

KTVET college - West, TX
August 2015 to May 2017

Education

Bachelor's degree in Computer Science

IT support specialist from Google certification
September 2016 to September 2020

Skills

- TCP/IP
- computer hardware and software maintenances
- Cybersecurity
- Information security
- Active Directory

- Network configuration/installation
- Windows
- System administration
- Network support
- VMWare
- LAN
- WAN

Links

https://www.linkedin.com/in/ruhama-tamiru-bba870219?lipi=urn%3Ali%3Apage%3Ad_flagship3_messaging%3Bb94jPcgMSiWMKCPKna17MQ%3D%3D

Certifications and Licenses

Level IV Information Technology Assistance

July 2012 to Present

Google IT support specialist

IBM Cybersecurity Analyst