

**ASHENAFE MELESSE, WOLDAMANUAL**

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**PROFESSIONAL SUMMARY**

Talented ICT Help Desk Agent with extensive experience effectively and efficiently maintaining software and system functionality. Skilled in data and network, using outstanding communication abilities to ascertain and quickly resolve diverse service user issues.

**WORK EXPRIANCE**

**IT Support Technician**

03/2012-06/2021

**Self-employee – Addis Ababa, Ethiopia**

- Performed preventative maintenance, repairs and technical upgrades
- Diagnosed and troubleshot processing problems
- Effectively evaluated and prioritized end-user issues, to minimize interruptions, reducing response times by per customer.
- Facilitated smooth business operations for clients, installing LAN and WAN networks at remote locations.
- Provided timely and professional line support, including identification and resolution of all hardware and software issues to end users.

**IT instructor**

**HyperTech—Addis Ababa--Ethiopia**

03/2011-03/2012

- Implemented new team on boarding program, reducing training time.
- Oversaw daily operations.

**Network Administrator**

11/2010-01/2011

**EBG/Methodic Oromia MIS Project- Addis Ababa Ethiopia**

- Identifying required Network needs
- Design, develop, install and configure LAN network in Windows server 2003 & 2008 environment
- Complete server administration
- Install, configure and maintain office equipment
- Test and implement the web-based software of the Project
- Provide support to clients in this case
- Install / upgrade system software, operating systems and drivers, from time -to - time
- Introduce the staff member of the project with the Network system

## **IT Technician**

11/2009-11/2010

### **Methodic Information technology- Addis Ababa Ethiopia**

- Processing information
- In charge of any information related responsibilities
- First level troubleshooting, configuration and maintenance of printers, laptops, LAN

## **SKILLS**

- Network troubleshooting/ Configuration/ administration
- Windows operating system
- Data transmission improvement
- System upgrades
- Software / Hardware Troubleshooting / upgrades / diagnosis
- Performance monitoring
- ICT updates
- Data entry
- Application support
- Technical issues analysis
- Customer support needs assessment
- Expert in disaster data recovery
- Application installations
- Desktop support

## **EDUCATION**

- |                       |                          |                          |
|-----------------------|--------------------------|--------------------------|
| • Bachelor of science | Information Systems      | ADDIS ABABA UNIVERSITY   |
| • College Diploma     | Information Technology   | UNITY UNIVERSITY COLLEGE |
| • Couresera.org       | Learn SQL basic commands | Completed course online  |

## **CERTIFICATE**

- Couresera.org      Technical support Fundamental