ASHENAFE MELESSE, WOLDAMANUAL

1540 Jackson St   (415)-361-9072   amkecho8@gmail.com

Oakland, CA 94612   linkedin.com/in/ashenafe-woldamanual-193616219

clickash19834_z5v@indeedemail.com

PROFESSIONAL SUMMARY

Talented ICT Technician with extensive experience effectively and efficiently maintaining software and hardware system functionality. Skilled in data and network, using outstanding communication abilities to ascertain and quickly adaptable 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.

Entry level 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 *I* 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
- 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

Note: - currently taking the course **Google IT Support Professional Certificate** an online non-credit course authorized by google and offered through Couresera.org

Reference : -   https://www.coursera.org/professional-certificates/google-it-support