Tesfaye Kekeba

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# SUMMARY

Entry-level IT support professional seeking a full-time role in Information Technology. Recently completed the Google IT Support Professional Certificate — an eight-month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

**EXPERIENCES IT Technician**

Installing and maintaining computer systems and networks

Checking hardware for functionality

Installing and configuring software and its functions

Optimizing the performance of hardware and software

Ensuring security and privacy of networks and computers

Setting up user accounts and profiles

Following company’s guidelines

Providing phone, chat or in-person support

Maintaining records of fixes, repairs and maintenances

Troubleshooting to diagnose and resolve computer problems

Dealing with technical questions from users

Organizing and scheduling upgrades and maintenance to avoid interruption

Identifying equipment shortage and placing orders

**HERITAGE HEALTHCARE SERVICE PATIENT CARE** **01/2017-06/2018**

* Inspection services to Healthcare centers, including bin inspections.
* Used to collect and pack used medical devices from emergency, OR and all other patient rooms and ship for recycling.
* Managed a production collection program on the client’s site for recycling program.
* Weekly data collection and submission via mobile app.
* Work with Healthcare centers to achieve program efficiencies.
* Respond to off hours call for assistance.
* Inventory of supplies delivered for inspections.
* Writing the hard and soft copy of the report.

**LABORATORY**  **09/2013-06/2016**

General Chemistry

Organic Chemistry

Animal and Microbiology laboratory experience

Ability to follow lab procedures

Tracks and record lab hours and results based on the lab procedures and

Labware glass and other test tubes cleaning experiences.

**RESEARCH** **09/2006-06/2009**

* Interviewing, collecting, compiling, analyzing, summarizing and interpreting data
* Achieving the result using scientific method
* Specifying the problems and suggesting possible solutions.
* Publishing, reporting and presenting the research.

**VOLUNTARY SERVICE** **05/2015-06/2016**

Served the community at Berkeley Shelter for Homeless and Alameda County Community Food Bank.

**SKILLS**

Basic computer architecture, Operating systems (Windows and Linux), Remote connection and virtual machines, computer networking, software management, trouble shooting, routing concepts, VPN and proxies, package and software management, process management, resource monitoring, system administration, configuration, centralized management, implementing/ managing directory service, data management and recovery, hashing, IT and network security.

Amazon Web Service, Cloud computing, cloud computing security, cloud applications, cloud storage, management and security, Amazon Web Service Lambda and Amazon Lex.

Ability to collect, compile, interpret and summarize research data.

Ability to use the technology applications to do the research.

Knowledge of scientific principles, methods and tools.

Ability to use efficient learning techniques to maintain and apply new knowledge and skills.

Excellent in written and oral communication skill and well-organized way.

Ability to control the spread of communicable diseases and reduce the health problems cause by these diseases.

Ability to collect and teach patients and the rest of the community how to protect and taking care of themselves from communicable disease.

Professional customer service representative since 2009.

Ability to answer telephone calls and working with online help desks to solve technical problems.

Ability to use MS Word, Excel and Power point.

Good organizational skills and detail oriented.

Fluent in English, Amharic and Afan Oromo.

**EDUCATION** California State University, East Bay BSc in Health Science

Jimma University, Ethiopia BSc in Environmental Health Science

IT Support Professional Certificate Certificate

Amazon Web Service Certificate