**Yetem Welde**

**Seattle, WA 98144**

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U.S Citizen

**Certifications**

* CompTIA A+ Certificate from Seattle Vocational Institute by Computer Support Technician (CST)

Seattle, WA                                         Year: 2017

* Certificate by Microsoft Office 2013 From Goodwill job training and education.

Seattle, WA                                         Year: 2015

* High School Diploma (GED) From Seattle Vocational Institute

Seattle, WA year: 2016

* Associate Degree from General Wingate Constructions and Vocational Institute

Addis Ababa, Ethiopia year:2006

**Summary**

I have 4+ years of experience in Windows, MacOS platform, Azure Active Directory, Intune and SCCM client environment. I am also related with different technologies For example, Microsoft Office and Ticketing Systems which is ITSM , Service Now, Clear vision.  
I have worked with different companies as a Support Engineer, Field service Technician and IT Administrator for couple of years.  
  
I am quick learner, energetic and able to adapt new process and procedure quickly. Plus, I am highly self-motivated and directed to work. I am also committed, flexible and demonstrated ability to maintain high level of productivity.

**Wipro/Microsoft**  **June 2020 – Oct 2020**

**IT Administrator**

* Excellent experience on Office 365.
* Excellent experience on Microsoft Intune
* Excellent experience Azure Active Directory (Creating New user account, Reset the user password, adding new user into Group policy, Giving permission…)
* Entering data in Service Now Tool (SNOW)
* Upgrading Windows 10 Operating System
* Installing Microsoft Suite (Office 365)
* Install, configure and troubleshoot desktop systems, workstation and Network issues in heterogeneous environment.
* Support Network and desktop-based Software and Application.
* Supported and maintained all company data technological infrastructure for both international and nationwide location
* Provide end-user and remote support and technical assistance for Network (VPN), client computer, Enterprise Applications and other Network Components.

**Tech Mahindra/ Seattle Children’s Hospital (SCH) May 2019 – Sep 2019**

**IT Administration**

* Excellent experience on Office 365.
* Excellent experience Azure Active Directory (Creating New user account, Reset the user password, adding new user into Group policy, Giving permission…)
* Inventory Management
* Entering data in Service Now Tool (SNOW)
* Upgrading Windows 10 Operating System
* Installing Microsoft Suite (Office 365)
* Installed and maintained the company’s computers system and network.
* Break down systems, remove multi functioning hardware and install new parts.
* Work on Both Windows and Mac Machines
* SCCM (Microsoft system Center configuration Manager)

**CompuCom IT Solutions / Starbucks Head Quarter**  **Jan 2018- May 2019**

**Desktop Support Technician**

* Excellent experience on Office 365.
* Excellent experience Active Directory. Creating New user account, Reset the user password, adding new user into Group policy, Giving permission…)
* Microsoft Power Shell
* Installing Operating System and Microsoft Suites.
* Deskside support for Starbucks employees as based on ticket.
* Data transferring from old machine to New machine.
* Troubleshoot system and work with customers to determine needed hardware or software change.
* Request information about software and hardware issue and document all concern.
* Install motherboard, processor, ram and graphic card.
* Remove harmful programs and install regular software.
* Break down systems, remove multi functioning hardware and install new parts.
* SCCM (Microsoft system Center configuration Manager)

**CompuCom IT Solutions                                                    June 2017- Jan 2018**

**Field Service IT Technician**

**Work with: Target, Home Depot, T-Mobile**

* Excellent experience on Office 365.
* Excellent experience Active Directory.
* Install new desktop, laptop, Cash Drawers, Credit Card Readers, and Scanners Devices for different Stores.
* Troubleshoot system and work with customers to determine needed hardware or software change.
* Request information about software and hardware issue and document all concern.
* Install motherboard, processor, ram and graphic card.
* Remove harmful programs and install regular software.
* Break down systems, remove multi functioning hardware and install new parts.

**Internship**

**Interconnection.org                                                          Jan 2017- June 2017**

**IT Technician**  **Seattle, WA**

* Performed upgrades and installed updates.
* Completed troubleshooting and repair when computer had problems.
* Assisting office staff with computer application questions.
* Performed troubleshooting on Windows 10.
* Conducted computer technology training with all new staff
* Recommended computer products and application to improve productivity.
* Installed and maintained company’s computers system and network.

**Highlights**

* VM installation
* Hardware & Software configuration
* Troubleshooting
* Data backup & Recovery
* Application installation and upgrade
* Work with stuffs and client as well

**Experience**

* Office 365
* Azure Active Directory
* SQL Server Management
* Microsoft Intune
* Install printers and printer drivers
* Follow an installation documentation
* Ability to ask questions with an increasingly narrow scope
* Function as part of a team; work with a variety of personalities
* Customer Service
* Answer questions via phone, e-mail, face-to-face interactions
* Conflict/problem resolution skills

**Technology proficiencies**

* **Software:** MS Office365 (Outlook, word, Excel, power point, OneNote, OneDrive,…)
* **Browser:** Internet Explorer, Safari, Microsoft edge, Chrome, Firefox
* **Hardware:** PC-Based Desktops, Laptop, Printer, Router, Modem
* **Networking:** LAN and VPN, TCP/IP protocol
* **Operating system:** Windows Vista, Windows XP, Windows 7,8,10
* **Ticketing experience/Tools:** ITSM (BMC Remedy), Service Now (SNOW), Clear Vision and Team Foundation Server (TFS)

**Volunteer**: Horn of Africa (Seattle WA)