

ESKENDER KIDANE

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OBJECTIVE

Computer Science student with 1 year of experience in IT Support, seeking full-time Technical Support roles.

EDUCATION

Bachelor of Computer Science, University of the People 2021 - 2024(Expected)

Relevant Coursework: Programming Fundamentals, Communications and Networking, and Education Strategies.

Networking Essentials, Certificate, Cisco Networking Academy 2021

EXPERIENCE

Student Ambassador Jan 2021 - Present
Microsoft Learn *Remote*

Warehouse Associate May 2019 - Present
Trans Desert Transport *Jeddah, KSA*

- Worked closely with Ericsson Field Technicians to dispatch required hardware spares during critical outages
- Handled 8000+ RMA shipments process in a timely manner while ensuring Ericsson's hardware quality standards
- Managed warehouse daily operations by leading staff of 3-5 members.
- Created reports on a weekly and monthly basis using MS Office tools

SKILLS

Technical Skills DNS, DHCP, LAN, TCP/IP, Windows/Linux, C, Python, CLI, Git, VScode
Networking, IT Support

Soft Skills Teamwork, Time Management, Problem-solving and Root Cause Analysis

CERTIFICATIONS

Intro to Computer Science, HarvardX Mar 2022

IT Support, Google Jan 2022

System Administration and IT Infrastructure Services, Google Sep 2021

Technical Support Fundamentals, Google Jun 2021

Cisco Networking Essentials, Cisco Networking Academy Feb 2021

IELTS Academic, Overall Band of 7.0, IELTS Nov 2019

EXTRA-CURRICULAR ACTIVITIES

- Participated in Coursera's Translator community as a course translator.