ESKENDER KIDANE

+966-53-265-1891 ⋄ Jeddah, KSA

eskenderkidane@my.uopeople.edu ⋄ linkedin.com/in/eskender-kidane ⋄ www.comngsoon.com

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.

SKILLS

Technical Skills	Python, C, Networking, Git, VScode, IT Support
Soft Skills	Teamwork, Patience, Problem-solving, Time Management

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 outage
- Handled 8000+ RMA spares shipping/receiving process in a timely manner while ensuring Ericsson's hardware quality standards were met
- Managed warehouse daily operations by leading staff of 4-5 members.
- Created reports on a weekly and monthly basis using MS Office tools

EXTRA-CURRICULAR ACTIVITIES

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

CERTIFICATIONS

Intro to Computer Science, HarvardX Mar 2022

- Learned C, Python, Data Structures and Algorithms

IT Support, Google Jan 2022

- Gained skills in Troubleshooting, Networking, Security and System Administration

System Administration and IT Infrastructure Services, Google Sep 2021

- Learned about System administration roles at Enterprise IT level

Technical Support Fundamentals, Google Jun 2021

- Gained foundations in the best Technical support methods and practices

Cisco Networking Essentials, Cisco Networking Academy Feb 2021

- Studied Networking protocols, configuration, troubleshooting and managing Cisco devices

IELTS Academic, Overall Band of 7.0, IELTS Nov 2019