

ESKENDER KIDANE

+966-53-265-1891 * Jeddah, Saudi Arabia

eskender@eskender.live * linkedin.com/in/eskender-kidane * eskender.live

OBJECTIVE

Computer Science student with intermediate skills in IT Support. Looking to utilize software and hardware troubleshooting skills in a given Technical support role.

EDUCATION

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

Relevant Coursework: Programming Fundamentals, Communications and Networking, and Databases I.

Networking Essentials Certificate, Cisco Networking Academy 2021

EXPERIENCE

Student Ambassador Jan 2021 - Present

Microsoft Learn *Remote*

- Deployed cloud-based website using Microsoft Azure, Static Web Development and GitHub.
- Currently developing student's content with the aim to expose students to Microsoft's innovative solutions.

Warehouse Associate May 2019 - March 2022

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	LAN/WAN Networking, Windows 10 Operating system, Hardware troubleshooting
Software Programming	C, Python, CLI/Command-line scripting, PuTTY, Git, VScode
Soft Skills	Reporting, Time management, Problem-solving, Root cause analysis
Interpersonal Skills	Teamwork, Active listening, Work collaboratively

CERTIFICATIONS

System Administration and IT Infrastructure Services, Google Sep 2021

Cisco Networking Essentials, Cisco Networking Academy Feb 2021

Intro to Computer Science, HarvardX Mar 2022

IT Support, Google Jan 2022

Technical Support Fundamentals, Google Jun 2021

IELTS Academic, Overall Band of 7.0, IELTS Nov 2019

LANGUAGES

- English - Advanced written and verbal communication.
- Arabic - Advanced written and verbal communication.