Eyob Tefera

📍 **Home** : Addis Ababa, Ethiopia

✉ **Email:** eyobtefera295@gmail.com 📞 **Phone:** (+251) 911439853

🟢 **WhatsApp Messenger:** +251911439853

Gender: Male **Date of birth:** 03/01/1998 **Nationality:** Ethiopian

ABOUT ME

A highly motivated and detail-oriented professional with a Bachelor's degree in Computer Science and an MSc in Project Management. Extensive experience in IT support, system administration, and research and development has honed my technical expertise and leadership abilities. Renowned for strong problem-solving skills, a collaborative approach, and a natural inclination for guiding teams toward success. Proficient in managing projects, troubleshooting complex IT systems, and delivering impactful, technology-driven solutions. Passionate about leveraging innovation to achieve organizational goals and drive meaningful change.

WORK EXPERIENCE

[10/01/2022 – 04/2022]

ICT trainer (Intern)

New Bright Community Development Center

City: Addis Ababa | **Country:** Ethiopia

- Teaching high school and elementary students on basic computer and ICT
- Computer Maintenance
- Computer inventory control

[22/04/2019 – 08/2022]

IT Expert

Bridge marketing & Real-estate agency plc

City: Addis Ababa | **Country:** Ethiopia

- Played a key role in maintaining and troubleshooting the company's IT infrastructure

[13/02/2022 – Current]

ICT trainer, Computer & Network Technician

Admas University

City: Addis Ababa | **Country:** Ethiopia

- Managed and maintained computer labs, ensuring hardware and software functionality.
- Provided technical support for students and staff, troubleshooting IT issue

Then I was promoted to ICT trainer

- I taught ICT courses to Diploma students, covering basic computer skills, software applications, and IT fundamentals.
- Prepared lesson plans, facilitated hands-on sessions, and assessed student performance.

[01/01/2023 – 07/04/2024]

IT Support

MMCYTECH (ModEth Outsourcing company)

City: Addis Ababa | **Country:** Ethiopia

- Provided technical support for clients, troubleshooting hardware, software, and network issues.
- Installed, configured, and maintained IT systems to ensure optimal performance.

- Assisted in the deployment of new technologies and provided user training.
- Collaborated with teams to resolve technical issues and improve service efficiency.

[06/2023 – Current]

Technology Officer

NISS

City: Addis Ababa | **Country:** Ethiopia

- Lead research and development initiatives in emerging technologies & system development

EDUCATION AND TRAINING

[08/2017 – 18/09/2021]

BSc in Computer Science

Admas University

City: Addis Ababa | **Country:** Ethiopia | | **Level in EQF:** EQF level 6

[05/2022 – 08/2024]

Msc Project Managment and Planning

Premium College

City: Addis Ababa | **Country:** Ethiopia | | **Level in EQF:** EQF level 7

LANGUAGE SKILLS

Mother tongue(s): Amharic

Other language(s):

English

LISTENING C1 **READING** C1 **WRITING** C1

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

My Digital Skills

Microsoft Office | Microsoft Word | Microsoft Excel | Remote working tools (Slack, Teams, Zoom, Meet, Discord) | Graphic Design (Adobe Spark, Photopea, Canva) | social media

DRIVING LICENCE

Others: D1

HONOURS AND AWARDS

[07/2023] **Best ICT Instructor Awarding institution:** Admas University

1. Awarded for outstanding performance in the role of ICT Trainer.

[11/2023] **Well-Rounded Leader Awarding institution:** NISS

• Acknowledged for exceptional contributions to the R&D department

[10/2024] **Certificate of Excellence Awarding institution:** NISS

• Recognized for exemplary performance and dedication in professional work of the year.

CERTIFICATIONS AND TRAINING

[13/12/2021] **Computer Maintenance and Networking , Satcom institute of technology**

• Hardware & Software maintenance and server-based Networking

[07/02/2016] **Programming in C# , New Horizon**

[14/07/2022] **Hardware and Network Servicing Level (1-4) , TVET agency**

[03/2022] **COC Certified Level 4 in Hardware and Network Servicing, Federal TVET Agency**

[03/2021] **Technical Support, Coursera**

[27/06/2023] **Oracle Certified Foundations Associate, Oracle University**

[06/2023] **Introduction to Cyber Security, Great Learning**

[16/08/2024] **Android Developer Fundamentals , UDACITY**

VOLUNTEERING

[26/12/2015 – 27/12/2015] **City governmnet of A.A Fire and Emergency Prevention & Rescue Autority Volunteer**
Addis Ababa

• Successfully completed a volunteer course on basic firefighting techniques,
• Helping students understand fire safety measures and emergency response protocols.

[06/2015 – 08/2016] **Youth For Christ Ethiopia (YFCE) - Volunteer Academic Tutor (Summer Sessions)**
Addis Ababa

• Provided academic tutoring and guidance to children, fostering their educational growth and personal development.
• Assisted in creating a supportive and encouraging learning environment tailored to individual student needs.

ORGANISATIONAL SKILLS

Team Leadership

- Guided teams in both academic and professional settings, fostering collaboration and motivating members to excel.

Project Management

- Successfully led and coordinated multiple projects, ensuring timely completion and achieving objectives.

Resource Planning

- Efficiently allocated resources to optimize project outcomes and reduce operational costs.

Time Management

- Demonstrated ability to prioritize tasks and meet deadlines in dynamic environments.

RECOMMENDATIONS

Name: Salim Ahmed   IT Manager (ModETH)

- Eyob consistently demonstrated exceptional dedication, professionalism, and technical expertise in his role as an IT support specialist.
- He played a pivotal role in providing IT support to both our in-office and remote employees.

Phone number: (+251) 941907412 | **Email:** Salim.Ahmed@mmcytech.com

Name: Sebsibe Fantu   General Manager (Bridge Marketing & Realestate)

- Recognized as a dedicated and disciplined professional.
- Consistently impressed with intellectual potential and strong work ethic.
- Demonstrated exceptional problem-solving skills and conceptual thinking.
- Contributed collaboratively, earning admiration from colleagues and clients.
- Confidently recommended for roles requiring technical expertise and leadership.

Phone number: (+251) 929902086 | **Email:** sebsebefantu@gmail.com

Name: Eyob Abraham   Department Head (Admas University)

- Eyob has demonstrated exceptional proficiency in teaching IT courses, showcasing a deep understanding of the subject matter.
- His ability to develop engaging lesson plans tailored to students' needs has created a dynamic and interactive learning environment.
- Eyob's clear explanations and effective communication skills have garnered positive feedback from students, making complex IT concepts easily understandable.

Phone number: (+251) 922495039 | **Email:** eabraham479@gmail.com