



## Contact



0945704771



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Addis Ababa

## Education

Bachelor of Science: Computer science -  
Debre Markos University

Jul/19/2023

GPA:3.02

coc Level3

IT support and database

TVET agency

CCNA from Addis Ababa university

## skills

- office 365
- SAP configuration
- CCTV camera
- Active directory
- CCNA
- Database

## Language

English

Amharic

Afan Oromo

# Abebe Teshome

I am experienced junior IT Support with 1 years of experience in the united beverage. I was extensive knowledge and experience with multiple operating systems, hardware, software and networks. I Am also certified in various technologies and software.

## Experience

**Company:**United Beverage s.c

**Title:** Junior IT Support

**Duration:** Feb/2023 - current

- User account management through active directory and setting up accounts for new users
- Image/reimage computers and install updates and software
- Resolving IT support requests from employees
- Answering employee questions regarding computer systems
- Changing configurations, settings and permissions to fix computer issues
- Updating employees on the status of their service requests
- Providing technical support across the company (this may be in person or over the phone)
- Repairing and replacing equipment as necessary
- Testing new technology
- Possibly training more junior staff members
- Provide staff with technology support, which includes troubleshooting operating systems, applications, and network issues, answering questions regarding application use, and the installation of software.

Gathering and analyzing data to diagnose problems with computer systems Responding in a timely manner to service issues and requests

## Rewards

- **Title: Computer maintenance**
- **Issuer name: Arada computer**
- **training center Title: National**
- **qualification certificate Issuer**
- **name: TVET Agency**
- **Title: Teams, Outlook, ccna**
- **Issuer name: MindLuster (online education)**

## Reference

### Wondwossen Legesse

IT manager, United beverage s.c

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