

# HANNA SEMU

## IT OFFICER



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Addis Abeba



## EDUCATION

Bachelor's Degree (B.A. or B.Sc.) in Information System  
Wolkite University

2021 - 2024



## SKILLS

- Microsoft Office Pack: Word, Excel, Access, Publisher, Outlook,
- Programming language ( HTML, CSS & javascript, React)
- Odoo ERP and CRM
- communication
- Problem Solving



## LANGUAGE

AMHARIC

ENGLISH



## ABOUT ME

I am an IT Officer responsible for managing and supporting an organization's technology infrastructure. I serve as the main point of contact for system maintenance, troubleshooting, and technical support, ensuring the smooth operation of hardware, software, and networks. In addition, I have hands-on experience working with Odoo, where I currently support users, manage access rights, and assist in system configuration to meet business needs efficiently



## WORK EXPERIENCE

*May 2025 - January 2026*

Telekey plc  
It officer

- Troubleshoot and Fix Technical Issues
- Maintain Security and Data Protection
- Set Up and Manage Systems

*April 2025*

Telekey PLC  
Chat box agent

- Provide Instant Customer Support
- Increase Customer Engagement
- Collect Customer Data and Feedback

*Oct 2024*

Telekey PLC  
Call Center Agent

- Handle Customer Inquiries and Support
- Record and Report Customer Feedback