

HANNA SEMU

IT OFFICER

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 Addis Ababa

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