

Isayas Wakgari Kelbessa (M.Sc.)

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☐ Woliso, Oromia, Ethiopia

Professional Summary

Motivated and detail-oriented Information Systems professional with a Master's Degree (M.Sc.) and over 5 years of experience in system administration, project management, and user support. Skilled in managing user accounts, improving system usability, and driving effective project execution. Adept at problem-solving, communication, and providing technical support to all levels of users.

Core Competencies

- Project Management & Coordination
- User Account Administration (Create, Enable, Disable, Transfer, Remove)
- Analytical & Problem-Solving Skills
- Technical Support & System Usability
- Effective Communication across all management levels
- Monitoring & Evaluation of Activities

Work Experience

Project Manager

ChromePay.io, Ethiopia

2018 – 2024

- - Led onboarding and activation of cooperative unions for a digital SACCO management system
- - Collaborated with SACCO and union managers to schedule training, collect data, and address onboarding issues

- - Created and managed user accounts including access control by roles (Admin, Finance Officer, Loan Collector, etc.)
- - Provided hands-on system support including issue tracking, data filtering, and system configuration assistance
- - Supported translation of system interfaces and documentation into Afaan Oromo for wider accessibility
- - Conducted data cleaning, identified errors like members with zero share amounts, and provided clean export files
- - Communicated with stakeholders, prepared reports, and tracked system rollout progress across multiple cooperatives

Education

M.Sc. in Information Systems

Adama Science & Technology University | 2015 – 2016

□ CGPA: 4.00 | Thesis: Afaan Oromo Text Retrieval Systems Using Probabilistic Approach

□ Result: Very Good

B.Sc. in Information Systems

Haramaya University | 2010 – 2013

□ CGPA: 3.36

Languages

Language	Writing	Speaking	Listening
English	Excellent	Excellent	Excellent
Afaan Oromo (MT)	Excellent	Excellent	Excellent
Amharic	Excellent	Excellent	Excellent

Research & Projects

- M.Sc. Thesis: Afaan Oromo Text Retrieval Systems Using Probabilistic Approach
- Private Research: Effects of Synonym Lists on Afaan Oromo Text Retrieval Performance

Personal Details

- Date of Birth: 12 September 1992
- Nationality: Ethiopian
- Religion: Christian
- Marital Status: Single