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# Natnael Gebremichael

## Profile

Results-driven professional with over 2 years of experience in development, community engagement, and technical leadership roles. Adept at collaborating in cross-functional teams, communicating technical concepts to non-technical stakeholders, and continuously learning, in order to stay up-to-date with industry trends. Strong collaborator with excellent communication and organizational skills. Seeking a new opportunity to expand my expertise and contribute to innovative projects in a dynamic environment.

## EXPERIENCE

### Datacom, Wellington — *Developer*

NOVEMBER 2021 - PRESENT

- Responsible for deploying updates with bug fixes, security patches, and new features to clients' Drupal-based websites.
- Leveraged AWS CloudFormation to streamline the deployment of new AMI updates and seamlessly managed automated snapshot procedures for Dev, UAT, and Prod databases. Ensured data consistency, facilitating efficient testing and deployment processes across environments.
- Utilized the CHERWELL ticketing system to log, prioritize, and track tasks.
- Utilized Jira to raise and address issues, ensuring minimal disruptions to ongoing operations and preserving business continuity.
- Utilized Confluence as a primary platform for streamlined knowledge sharing, content collaboration, and documentation within the team.
- Efficiently oversee the deployment of ArcGIS Maps data for clients, ensuring timely and accurate delivery.
- Responsible for Python scripts to identify and remove unused ArcGIS Maps, streamlining data cleanup processes.
- Diagnose and resolve intermittent SendGrid email delivery failures, engaging with customers, technical personnel, and third-party stakeholders while investigating issues within SendGrid and inaccessible systems.
- Performed daily checks and monitoring of application logs for new or increases in the number of error messages, server availability, and optimal functionality of critical components like SendGrid across multiple services and systems.

- Utilized Power BI to visualize application logs from the customer site to better understand the source and repetition of error messages and to prioritize issues that needed investigation or solution.
- Participated in Datacom's #datacomp #hackathon: Collaborated with a diverse group to develop a gamified platform showcasing construction project impacts in Auckland, enhancing civic engagement and understanding.
- Utilized Figma and Figjam tools, along with problem-solving expertise, to design a prototype and gather valuable feedback.
- Collaborated on a startup initiative backed by Datacom and CreativeHQ, focusing on enabling inmates to request essential supplies from their families and friends. This included understanding the existing system, engaging with various stakeholders to grasp policies and system prerequisites, and creating partnerships with vendors to deliver the intended product.

### Vic Without Barriers Club board member at Victoria University of Wellington — *Secretary*

JANUARY 2021 – JANUARY 2022

- Was successfully elected to the executive team of the Vic without Barriers, which is a student-led club that advocates for the needs of former refugee students.
- Managed administrative tasks and coordinated communications for the Vic Without Barriers Club board at Victoria University of Wellington.
- Organized meetings, prepared agendas, and took detailed minutes to ensure efficient decision-making and accountability.
- Assisted in event planning and execution, contributing to the success of club activities and initiatives.
- Represented the board in various university settings, fostering positive relationships and enhancing the club's visibility.
- Demonstrated effective time management and organizational skills in juggling responsibilities as a secretary and active board member.
- Worked across the community to support students with different challenges including applying for Scholarships and getting appropriate support from staff.

### Victoria African Student Association Club Board Member at Victoria University of Wellington — *Secretary*

JANUARY 2021 – JANUARY 2022

- Was successfully elected to the executive team of 'The Victoria African Student Association.
- Served as the Secretary for the Victoria African Student Association Club Board at Victoria University of Wellington.
- Managed administrative responsibilities, including record keeping, meeting scheduling, and communication coordination.
- Skillfully documented meeting minutes and distributed essential information, ensuring transparency and accountability.
- Collaborated with fellow board members to organize successful cultural and educational events, fostering a sense of community among African students.
- Utilized effective communication skills to represent the club in university forums and engage with a diverse student body.

- Demonstrated strong organizational abilities and dedication to the club's mission while balancing the responsibilities of a board member and secretary.

### Victoria University of Wellington — *Student Ambassador*

JANUARY 2021 – JANUARY 2022

- Carried out orientation week activities such as campus tours, information sessions, and use of campus resources as a university student.
- Involved in media and filming content for the university in order to showcase the available services such as Mauri Ora, campus facilities, and academic resources by participating in photo and video shoots.
- Developed effective public speaking and communication skills during presentations of resources available to new students.

### GediTech, Bishoftu, Ethiopia — *IT Technician*

JANUARY 2019 – MAY 2019

- Responsible for diagnosing hardware and software problems, implementing effective solutions, and installing software and operating systems requested by customers.
- Communicating with customers to identify technical faults, malfunctions, or the need for further customer education.
- Disassembled computer components to diagnose issues and undertake repairs for customers.
- Recorded the asset, description of issue maintenance, and repair works performed on equipment on Excel.
- Training University students who were interning with the company, about the various procedures and job functions within the business.

### Admas University, Bishoftu — *Program Coordinator*

DECEMBER 2018 – JAN 2019

- Ensuring that classes did not overlap and that the schedule ran smoothly.
- Providing technical support to the lecturers and ensuring their teaching spaces were set up and ready for use.
- Developed planning, organizing, and time management skills.

## EDUCATION AND AWARDS

### Datacom Systems Scholarship in Computer Science — *AWARD*

2021 – 2022, WELLINGTON

Granted the Datacom Scholarship for exemplary academic achievements and unwavering commitment to the field of computer science.

### The Wellington North Rotary Scholarship — *AWARD*

2021, WELLINGTON

Received the Rotary Club Scholarship in recognition of my active engagement in community leadership, contributions to local organizations, and commitment to academic pursuits and personal aspirations.

### Bachelor of Science, Te Herenga Waka Victoria University of Wellington, Wellington — *Degree*

February 2020 - present, Wellington

I am currently in my last year of the Bachelor of Science program at Victoria University of Wellington, set to graduate in December 2023.

### Database Administration, Admas University, Bishoftu, Ethiopia — *Diploma*

October 2015 - August 2017, Ethiopia

I completed my Diploma in Database Administration across two colleges Oxford ICT and Business College and Adams University (Bishoftu campus). I received a merit award for scoring the highest grade across the cohort and passed all three levels of the National Occupational Standards test.

### English Proficiency Programme, Te Herenga Waka Victoria University of Wellington, Wellington

November 2019 — February 2020, Wellington

I completed the English Proficiency Programme at Te Herenga Waka Victoria University of Wellington. This program was a prerequisite for commencing my studies in Computer Science.

### Translation, Interpreting New Zealand, Wellington

October 2020 — December 2020, Wellington

Engaged in an intensive three-month training program with Interpreting New Zealand to qualify as an Interpreter for Tigrinya - English translation. Allowed me to effectively assist community members who lack English proficiency, by facilitating seamless communication/translation during interactions with vital services, such as healthcare, Ministry of Social Development, and Kiwi Class.

## TECHNICAL SKILLS

- Python, Javascript(React, React Native, Next.js, Node.js), SQL, Java, C++
- Version Control: Git
- Agile/Scrum Methodologies
- Cloud Platforms: AWS, Google Cloud Platform

## REFERENCES

Available on request