

SOLOMON AZENE BITEW

✉ solomonab1921@gmail.com

☎ +251940451850

📍 Addis Ababa, Ethiopia

Experience

Feb 2020 -

*Currently work
here*

Productivity improvement and excellence center

Computer technician

- Installed new office wiring, telephones and devices for employee use.
- Verified hardware and software of new office employee workstations.
- Set up computers, installed hardware and configured settings for customers.
- Evaluated parts inventory and ordered new supplies to stay ready for expected customer needs.
- Managed bills, shop records and expense reports to track repairs and keep systems current.
- Checked PCs and laptops to troubleshoot, trace and resolve customer issues.

Flocash Ethiopia

*Sep 2019 - Dec
2019*

Junior system administrator

- Established and maintained high-level of customer trust and confidence.
- Collaborated with enterprise program management office on reporting project status, issues, risks and benefits.
- Hired and trained well-qualified, tech-savvy staff to keep the department efficient and successful.
- Incorporated new technologies into existing systems to improve information management and security.

Education

2019

Addis Ababa science and technology university

BSC degree in computer science and Information technology

Skills

- Network updating • Hardware installation • Computer troubleshooting • Multi-line telephone set up
- Install software • Replace hardware • Serve customers • Collaboration • Creative thinking • Coordination

Languages

English

Professional Summary

Talented IT professional bringing technical knowledge, attention to detail and problem-solving abilities to successfully solve issues with personal and business computers. Well-versed in current security standards and technical trends. Trains and monitors users to minimize harmful behaviors and maintain strong protections for information and assets.