Miss, Timnit Gebregergis

 Dubai, UAE

 0503609204

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 Ethiopian

🎓 Education

BSc Degree, Information Technology, *Arbaminch University*   ETHIOPIA

A committed IT Support Engineer with more than 4 years of extensive functional Experience in IT Operations, Systems Management, Software, hardware and Networking issues, troubleshooting, Staff training, User support in person, phone, email, and Remote access with strong interpersonal skills, Capacity to adjust in a fast-changing environment and ability to handle the workload with different Community Personals.
System analysis and design, Developing or directing software system testing or validation procedures, Website Management, database management, and a lot more besides.

💼 Professional Experience

Sales Associate, *Supervision Opticals L.L.C*   08/2021 – present
       Dubai,
       United Arab Emirates
- Managing IT operations
- Welcoming customers, Providing, assisting and explaining to customers the best products for their needs
- Recommending related products to increase customers options and enrich the shopping experience
- Staying knowledgeable about our range of products
- Explaining the benefits and functions of products, and how to use them to achieve the best results as required
- Handling the Cash and Card payments, Accepting and processing orders, operate the POS register and resolve returns issues
- Promoting special sales, offers and awareness of store loyalty program
- Resolve customer requests, complaints via phone, email, mail, or social media
- Managing company applications and services

System Analyst and Designer, *Immigration Office Of Ethiopia*

<div align="right">05/2020 – 04/2021
Addisabeba, Ethiopia</div>

- Gathering and analysis of the new system requirements.
- Review IT system to gain insight into areas of potential improvements
- Consult with customers or other departments on project status, proposals, or technical issues, such as software system design, development, testing and maintenance
- Develop or direct software system testing or validation procedures.
- Analyze information to determine, recommend, and plan installation of a new system or modification of an existing system.
- Train users to use new or modified equipment.

Projects as a system analyst and designer
- Ethiopian Passport services System
- E-Visa System
- Vital events and registration system Assessment
- Passengers Information and Border Management System
- HR System
- Biometric Attendance System
- Integration with Banking System

IT Support Engineer, *Immigration Office Of Ethiopia* ⎋

<div align="right">01/2017 – 04/2020
Addis Abeba, ETHIOPIA</div>

Roles
- providing IT operations user support through Email, phone, In-person, and remote access.
- Resolving client requests, Prioritizing and managing many open cases at one time.
- Achieving user satisfaction by following the procedure and policy of the organization
- follow-up pending requests, checklists, and recording every request of the clients.
- Rapidly establishes a smooth working relationship with Clients and other professionals

Knowledge and Technical skills
- Installation, configuration, and maintenance varieties of Software and Hardware.
- Operating systems Windows XP, 7,8,10, windows server 2003,2012,2016.
- Oracle 9i ,MS SQL server database software and PL SQL, DNS , FTP and Many Other Applications and tools.
- Installing and Managing the Active Directory.
- Virtualized systems
- Upgrade office IT systems through appropriate methods and update Operations Unit on changes or improvements as per requirement.
- Installation and Maintenance of protection services
- Configure and maintain different ICT materials like computers, network devices, cameras, biometric fingerprint devices, printers, fax, scan machine, and other accessories.
- Servers and system applications and services.
- Provide support, including procedural documentation and relevant reports.

🧩 Other Technical Skills

Data Entry

Beginner In Front End Web development
- HTML
- CSS
- JAVASCRIPT

Database Management
- SQL queries
- MS SQL Server Database
- Oracle 9i Database

Soft Skills

Communication and Interpersonal Skills
building Relationships

Self Motivated

Customer-Focused Mindset

Team Work
Even though I can work independently ,but I believe team work also plays a great role in achieving the company goals.

Problem Solving & Troubleshooting

Maintain Confidentiality

Ability to Learn Quickly and Accept Feedback

Flexible and adaptable

Certificates

CISCO CNNA Certificate.
Basics

Google Technical Support Fundamental From Coursera

Languages

English • Amharic • Tigrigna

Declaration

I certify that the above information is true and correct to the best of my knowledge and ability.

Timnit Fisseha Gebregergis
Dubai, 11/08/2022