Miss, Timnit Gebregergis

📍 Dubai, UAE   ✉ timnito.fish12@gmail.com

📞 0503609204   🏳 Ethiopian

🎓 Education

BSc Degree, Information Technology, *Arbaminch University*   ETHIOPIA

🪪 Profile

a Dedicated and experienced IT professional with a comprehensive background in IT Support, System Analysis and Design, and Manual System Quality Assurance (QA). With a proven track record of successful projects and a passion for technology, I bring a wealth of knowledge and expertise to a company, I recently have passion for coding, hence I am learning and building projects focusing on the front end development. I am seeking to leverage my skills and knowledge to contribute to a dynamic software development team, I strongly believe E-techsc will give me an opportunity to advance my passion career in the field of software engineering and i will play great role in achieving your company goals.

💼 Professional Experience

Freelancing, *Supervision Opticals L.L.C , Alkhaaldi Web design and Marketing*   08/2021 – present
Dubai, United Arab Emirates

Supervision Opticals L.L.C
- Managing company applications, E-commerce website, and services
- Managing IT operations
- Managing and Supporting the company with Technical issues
- Resolve customer requests, and complaints via phone, email, mail, or social media

Alkhaaldi Web design and Marketing
- System Analysis and Design: Requirements Gathering, System Specifications, Prototyping, User-Centric Design.
- Manual System QA: Test Planning, Test Execution, Defect Reporting, Regression Testing.

In my Part-time I am learning to code on freecodecamp, META Front end development course ,so far , I have gained the knowledge of the following
- HTML and CSS
- Bootstrap framework
- Basics of JavaScript
- Git

Junior System Analyst and Designer, *Immigration ,Nationality and vital Events Agency*   06/2019 – 06/2021
Addisabeba, Ethiopia

Roles
- Gathering and analysis of system/product requirements.
- Review IT system to gain insight into areas of potential improvements
- Managing day to day progress of our projects
- Modify existing software to correct errors, to adapt it to new hardware, or to upgrade interfaces and improve performance.
- Consult and work with onsite delivery managers , engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements, or resolve customer problems

- Analyze information to determine, recommend, and plan installation of a new system or modification of an existing system.
- Direct software system testing or validating procedures.
- Consult with clients or other departments on project status, execution team, proposals, or technical issues, such as software system design, development, testing , deliverables and maintenance.
- Perform maintenance of software system.
- Support and Train users.
- Store, retrieve, and manipulate data for analysis of system capabilities and requirements.
- Prepare reports or correspondence concerning project specifications, SRS and SDD documents, activities, or status and deliverables.
- Supervise and assign work to programmers, designers, technologists, technicians, or other engineering or scientific personnel.
- Monitor progress and status of deliverables.
- Communicating with development and production status and issues to management and stakeholders.

Knowledge and Skills
- Requirement Analysis and design
- Basics of UI, HTML (validations, forms, inputs, buttons, links, and more), CSS, JAVASCRIPT, BOOTSTRAP, WordPress customization
- Database (Oracle 9i, SQL server)
- Software testing
- User training

Projects as System Analyst and Software Developer
- 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 of Payment services with the Banking System

IT Support Engineer, *Immigration Office Of Ethiopia* 🔗   01/2017 – 04/2019
  Roles   Addis Abeba, ETHIOPIA
- Provide 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.
- Working with Database operations, Data management in Oracle 9i, MS SQL Server database software, and PL SQL.
- Installing and Managing the Active Directory, DNS, FTP, and Many Other Applications and tools.
- Managing users and computers and their roles and security.
- 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.

🧠 Soft Skills

Communication and Interpersonal Skills
Excellent written and verbal communication skills, adept at conveying technical concepts to non-technical stakeholders.

Team Work
A collaborative and adaptable team member, known for fostering positive working relationships.

Attention to detail

Problem Solving & Decision Making
Analytical thinker, capable of identifying and resolving complex technical challenges.

Maintain Confidentiality

Flexible and adaptable

Ability to Learn Quickly and Accept Feedback

Ability to prioritize and manage multiple tasks simultaneously

Customer-Focused Mindset

Self Motivated

Collaboration

Analytical skills

🌐 Languages

English • Amharic

✏️ Declaration

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

Timnit Fisseha Gebregergis
Dubai, 25/07/2023