

Yordanos Mekonnen

STUDENT · MSC MECHATRONICS ·

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Objectives

I am a self-driven and motivated individual with a proactive mindset. Currently, I am pursuing a Masters degree in Mechatronics Engineering at Warsaw University of Technology. With my diverse educational background, I have gained hands-on experience in application support and customer service. My experience in customer service has refined my interpersonal communication skills, allowing me to effectively resolve customer issues and enhance the company's reputation through ensuring customer satisfaction. I am proficient in handling multiple tasks and managing pressure while maintaining a professional demeanor. I readily adapt to fast-paced environments and excel at building strong professional relationships with managers and coworkers. I am comfortable working independently or collaboratively with teammates and coworkers. I am actively seeking a position where I can apply my skills and passion for application support, Technical support Engineer and IT service support.

Education

WUT(Warsaw university of Technology) , MSC IN Mechatronics Engineering	GPA : 4.2/5	2021 - Present	Warsaw, Poland
Vistula University , MSC in Management	GPA : 3.77/5	2019 - 2021	Warsaw, Poland
St. Mary's University , BSC in Computer Science	GPA : 3.5/4	2015 - 2019	Ethiopia
Aksum University , BSC in Mechanical Engineering	GPA : 3.27/4	2013 - 2018	Aksum, Ethiopia

Skills AND Hobbies

Programming	HTML5,CSS3,Javascript, Java, ES6+,REACTJS,TYPESCRIPT,PYTHON,MATLAB,SIMULINK,KEIL U, Microsoft Excel, nodejs
Familiar	MICROSOFT ACCESS,JIRA,Node Js,Bootstrap,Tensorflow,Keras,OpenCV,Latex,SQL,PHP,NO SQL,BIG DATA
Soft Skills	HADOOP, GIT, Networking,HTTPS/HTTP, API, SNMP PROTOCOL, TCP/IP, Lan/Wan networks, Cloud Computing,Microservice Application,Devops,VMware and Virtualization
Operating Systems	Proactive problem solving,Teamplayer,Patience,Daily learner Flexibility, organized personality, ability to handle pressure
Driving License	Mac os,Windows,Linux,Ubuntu
Hobbies	Categordy B,B1,AM
	Watching soccer, cooking,dancing, hanging out with friends, swimming, learning new skills, reading, running, playing soccer

Experience

McDonald's	Warsaw, Poland
CUSTOMER SERVICE SPECIALIST	Oct. 2021 - Present

Sitel Polska	Warsaw, Poland
CUSTOMER SERVICE SPECIALIST	Oct. 2020 - Oct. 2021

- Responding to IT support requests over the phone or via email
- report Jira bugs to the engineering team and follow up with the issue to insure the best service for the customers
- Working on software center and deploying applications if needed
- Collaborate with members of other teams to root out answers and be a resource to teammates
- Recognize errors and draft improvements to content in the eternal Support Center and internal documentation
- Advocate for customers by identifying trends in issues and suggesting improvements to processes,policies and products
- Identify,document,and follow up with Engineers on product bugs and features
- Troubleshooting network issues
- Effectively solve customers inquires via phone or by mail
- Order the companies hardware for customers through phone

Oromia Bank

BANKING APPLICATION JUNIOR SUPPORT

Dire Dawa, Ethiopia

Jan.2018 - Jun. 2019

- Assist in troubleshooting and resolving application issues reported by bank staff or customers.
- Monitor system performance and investigate any anomalies or errors.
- Help to ensure compliance with security protocols and data protection regulations.
- Develop and maintain technical documentation related to the banking application.
- Participate in testing new software releases and updates before they are deployed.
- Provide training to bank staff on how to use the application.
- Collaborate with other teams within the bank to identify and address system integration issues.
- Participate in regular meetings with the IT team to discuss ongoing projects and tasks.
- Assist with routine maintenance tasks such as backups and updates.
- Keep up to date with industry trends and best practices related to banking applications.
- testing applications in different virtual environments, ensuring compatibility across various operating systems and configurations.
- Access and manage virtual machines remotely, providing flexibility in supporting applications from different locations.

MOENCO Ethiopia

MECHANICAL DESIGN ENGINEER(INTERN)

Dire Dawa, Ethiopia

Mar.2015 - Jun. 2018

- Collaborate with senior designers and engineers to develop detailed mechanical designs for new products or product improvements.
- Participate in brainstorming sessions to generate new design ideas.
- Create 3D models and engineering drawings using software such as SolidWorks or AutoCAD.
- Participate in design reviews to provide feedback on the feasibility and practicality of proposed designs.
- Research new materials, technologies, and manufacturing processes to improve product performance and reduce costs.
- Assist in the preparation of technical reports, design documentation, and project plans.
- Collaborate with cross-functional teams, including marketing, manufacturing, and quality assurance, to ensure that designs meet all necessary requirements.
- Assist in the analysis of test data and develop recommendations for design improvements.
- Participate in the design and implementation of testing and evaluation procedures.
- Assist in the preparation of proposals for new product development projects.

Projects

Inria aerial image segmentation using U - Net network

Warsaw, Poland

NEURAL NETWORK PROJECT  GITHUB

Nov. 2021 - Dec. 2022

- Developed an algorithm that automatically converts given Aerial image to black and white(semantic segmentation), where black represents background and white represents buildings.
- Analyzed the influence of neural networks layers depth on segmentation results. By increasing and reducing the depth 2 times.
- Augmented data using opencv, expanded original set of 180 images to 540 images.
- Achieved 91 percent accuracy .
- Dataset: Inria Aerial Image Labeling Dataset of 180 images with 5000x5000px

Image Classification in Keras

Warsaw, Poland

COMPUTER VISION PROJECT  GITHUB

Nov. 2021 - Dec. 2022

- Analyzed and adapted exiting model(ISR MNIST) developed for handwriting recognition, on a different dataset of drawings for classifying drawings into different categories.
- Achieved about 93 percent accuracy.
- Dataset: Google creative lab quickdraw dataset with 80K training and 20K testing Data
- Utilized: Pyhton, tensorflow 2.6, matplotlib, numpy, sklearn

Multiple Computer vision projects

Warsaw, Poland

VARIOUS  GITHUB

Nov. 2021 - Dec. 2022

- Worked on different university projects which include image processing and segmentation, Stereo vision, Convolutional neural networks, Perspective projection, and homography
- Utilized: MATLAB, Python

JavaScript 30

Warsaw, Poland

30 DAY VANILLA JS CODING CHALLENGE  GITHUB

Nov. 2021 - Dec. 2022

- 30 days of Javascript challenge. 30 Projects for 30 Days(1 project per day).
- Revision on DOM Manipulation, fetch, Callback, Arrow Functions, Promise, Array methods.
- Utilized: HTML5, CSS3, JavaScript, ES6+

Weather App

Warsaw, Poland

REACT, JAVASCRIPT PROJECT  GITHUB

Nov. 2021 - Dec. 2022

- Developed a Web app to show the current weather (i.e temperature, wind speed...) of a location based on the interest of the user
- The weather is fetched from Real Time and Historical World Weather Data API
- Utilized: HTML, CSS, JavaScript, React, World Weather Data API

Todo List App

Warsaw, Poland

REACT, TYPESCRIPT PROJECT  GITHUB

Nov. 2021 - Dec. 2022

- Developing To do list App
- User can view, add, update, delete todo tasks with deadline
- Track to do progress, Identify which task needs priority
- Utilized: Typescript, React Js, SCSS

42 Wolfsburg C Piscine Projects

C AND SHELL PROJECTS  GITHUB

Warsaw, Poland

Nov. 2021 - Dec. 2022

- Joined 42 Wolfsburg coding school on a one month long intensive peer to peer learning and worked on different shell and C projects
- Utilized: Git, C, Shell

Key Courses

Machine learning, managerial economics, financial market, managerial economics, vending machine, C, MATLAB, autodesk inventory, autodesk 360, simulations and models of Mechatronic Devices, Parameteric cad, neural networking, Advanced Microcontrollers Legal risks and compliance in Engineering, Micromechatronics Devices, photonics, algorithm and data structure, adaptive image recognition communication protocols.

Awards/Certificates

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|------|--|------------------------------|
| 2023 | The complete Java Development Bootcamp , udemy certificate | <i>warsaw, Poland</i> |
| 2023 | Foundations for big data analysis with sql , coursera with cloudera | <i>warsaw, Poland</i> |
| 2023 | The complete python bootcamp from zero to hero , udemy certificate | <i>warsaw, Poland</i> |
| 2017 | Finalist , MOENCO Ethiopia Young enterprise Award | <i>Addis Ababa, Ethiopia</i> |

Consent

"I agree to the processing of personal data provided in this document for realizing the recruitment process and future recruitment processes pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46 / EC (General Data Protection Regulation) ”.