Yordanos **Mekonnen**

GRADUATE · MSC MECHATRONICS ·

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Objectives

I am a highly motivated and self-driven professional with a proactive mindset, currently completing my Master's degree in Mechatronics Engineering at Warsaw University of Technology. My diverse academic and professional background has provided me with hands-on experience in application support, network administration, data management, and customer service across multiple industries. My experience in customer-facing roles has significantly strengthened my interpersonal communication skills, enabling me to effectively resolve customer concerns and enhance company reputation by ensuring exceptional service. Throughout my career, I have supported over 200 clients and collaborated with more than 11 organizations, refining my problem-solving abilities and gaining a comprehensive understanding of diverse user needs.I thrive in dynamic, fast-paced environments, demonstrating proficiency in multitasking and the ability to perform effectively under pressure. My strong interpersonal skills allow me to build and maintain productive professional relationships with managers and colleagues, excelling both in independent tasks and collaborative team settings.

Education

WUT(Warsaw university of Technology) , MSC IN Mechatronics Engineering	GPA : 4.2/5	2021 - 2024	*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,SIMULINK,KEIL U

Familiar
MicrosoftServer,RDP,MicrosoftExcel,DBMS,Visualization,PowerBI,Jupyter,OpenRefine,Confluence,GIT
Proactive problem solving,Teamwork,Adaptability,Time

Soft Skills
Management,Communication,Leadership,interpersonal skills,Critical Thinking,Emotional Intelligence and Creativity

Operating Systems
Mac os,Windows,Kali Linux

Driving License
Categordy B,B1,AM

Hobbies
Soccer Enthusiast,Culinary Explorer,Dance Enthusiast, Socializing,Swimming,Avid Reader,Passionate Runner

Experience

Freelancer in upwork and Geezjobs   *Warsaw, Poland*
WEB DEVELOPER,NETWORK MONITORING,DATA BASE ADMINISTRATOR AND NETWORK SECURITY EXPERT   *Oct. 2021 - Present*
- Designing and developing websites or web applications using programming languages like HTML, CSS, JavaScript, and frameworks like React.
- Collaborating with designers, clients, and other developers to create user-friendly interfaces and experiences.
- Installing, configuring, and maintaining network monitoring tools to track the performance and availability of network infrastructure.

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
- Advocate for customers by identifing trends in issues and suggesting improvements to processes,policies and products

Ethio Telecom   *Dire Dawa, Ethiopia*
JUNIOR DATA ANALYST   *Jul. 2018 - Aug. 2019*
- Data Visualization: Creating visual representations of data using tools like Tableau, Power BI, or Python libraries like Matplotlib and Seaborn.
- Data Analysis: Analyzing data using statistical techniques and data visualization tools to identify patterns, trends, and relationships.
- Data Cleaning and Preprocessing: Cleaning and preprocessing raw data to ensure accuracy and consistency.

Awash Bank   *Dire Dawa, Ethiopia*
SUPPORT ENGINEER   *Oct. 2017 - Jun. 2018*
- 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.
- Advocate for customers by identifing trends in issues and suggesting improvements to processes,policies and products.

Oromia Bank   *Dire Dawa, Ethiopia*
APPLICATION JUNIOR SUPPORT   *Jul.2016 - Aug. 2017*
- Communicating effectively with users to understand their issues, provide updates on problem resolution progress, and ensure customer satisfaction.
- Testing software updates, or new features to ensure they meet quality standards and not introduce new issues.
- Providing technical assistance and troubleshooting guidance to customers or internal users facing issues with software, hardware, or services.

MOENCO Ethiopia   *Dire Dawa, Ethiopia*
ᴇɴɢɪɴᴇᴇʀ(ɪɴᴛʀɴ)   *Mar.2015 - Jun. 2016*
- 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.

Projects

JavaScript 30   *Warsaw, Poland*
30 ᴅᴀʏ ᴠᴀɴɪʟʟᴀ ᴊꜱ ᴄᴏᴅɪɴɢ ᴄʜᴀʟʟᴇɴɢᴇ ☐ Gɪᴛʜᴜʙ   *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+

Todo List App   *Warsaw, Poland*
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- 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   *Warsaw, Poland*
ᴄ ᴀɴᴅ ꜱʜᴇʟʟ ᴘʀᴏᴊᴇᴄᴛꜱ ☐ Gɪᴛʜᴜʙ   *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,simulatios and models of Mechatronic Devices,Parameteric cad, neural networking,Advanced MicrocontrollersLegal risks and complaince in Engineering,Micromechatronics Devices,photonics,algorith and data structure,adaptive image recognitioncommunication protocols.

Awards/Certificates

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

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) ".