

YOHANNES RETA

SENIOR - IT TECHNICIAN



CONTACT

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- Dire Dawa, Ethiopia
- [Personal Portfolio](#)
- [Personal Website](#)

EDUCATION

- LUCY COLEGUE**
BSc | Computer Science GPA: 3.4
2018 - Jan 2021
- MZM - POLY TECHNIQUE COLLEGE**
Diploma COC - Verified/Certified
Oct 2014 - Feb 2018

CERTIFICATE

- CCNA I
- Cybersecurity
- Information Security
- Hardware & Networking
- Kaizen Implementation
- Front-End Development

LANGUAGES

- English
- Amharic

PROFESSIONAL SUMMARY

Results-driven ICT Technical Analyst with 1+ years of hands-on experience in IT support, infrastructure management, and enterprise systems. Successfully supported Moenco Inchcape's operations via Moti Engineering PLC in roles ranging from server administration to user support. Proficient in VMware ESXi, Zoho Service Desk, POS systems, endpoint security, and network infrastructure. Strong ability to solve technical issues, manage IT systems, and deliver user training to ensure seamless business continuity.

WORK EXPERIENCE

ICT Technical Analyst (Outsourced to Moenco Inchcape)

Moti Engineering PLC | July 2024 - March 2025 (9 Months)

- Managed and maintained two VMware ESXi servers, reducing system downtimes by 25%.
- Provided Level 2/3 support using Zoho Service Desk, resolving incidents with 90% SLA compliance.
- Administered Endpoint Central for centralized management of 12+ user devices.
- Oversaw POS & Printer Server operations across multiple departments, ensuring uninterrupted service.
- Handled CICO (Clock-In Clock-Out) biometric system used for workshop time tracking.
- Installed/configured network switches, routers, and workstations.
- Collaborated with the Head Office IT team on upgrades, backups, and system security audits.

Senior Technical Assistant - Computer Lab Instructor + Organizer

Dire Dawa University | July 2018 - 2024

- Designed and implemented 4+ labs for DBMS, Operating System & other courses.
- Collaborate task-force team to build an online exit exam platform used by 500+ students.
- Provided hardware/software troubleshooting, achieving 90% lab uptime.
- delivered Lab Courses Java (OOP I/II), DBMS (SQL), and OS lab manuals and practicals.
- demonstrate exam portal and Trained a basic computer skill over 500 students,
- Conducted workshops for faculty and students on digital skills and system use.

KEY SKILLS & COMPETENCIES

- Server & Virtualization:** VMware ESXi, Data Center Management
- Helpdesk & Ticketing:** Zoho Service Desk (Level 2/3), Endpoint Central
- Network Administration:** LAN/WAN troubleshooting, switch/router configuration
- System & Application Support:** POS Servers, Printer Servers, CICO systems
- Database Administration:** MySQL backup, recovery, and performance tuning
- Scripting & Automation:** PHP, Python (automation scripts, internal tools)
- Documentation & Training:** SOPs, knowledgebase articles, user workshops

TECHNICAL SKILLS

- Languages:** PHP, SQL, JavaScript, CSS, HTML, Python
- Systems:** Windows, Linux, MySQL, VMware ESXi, Zoho Service Desk, Endpoint Central
- Tools:** Adobe Photoshop, FL Studio, LMS Tools, Web Hosting, GitHub Pages
- Soft Skills:** Team Leadership, Time Management, Technical Communication, User Training

CREATIVE SKILLS

- Audio & Video Production:** FL Studio, Adobe Premiere, DaVinci Resolve
- Audio Engineering & Mixing:** Melody composition, mastering, remixing
- Graphic & Photo Editing:** Adobe Photoshop, rendering tools
- Web Design & Maintenance:** GitHub Pages, HTML/CSS, JavaScript
- Workshop Facilitation:** Developed and delivered technical training materials