

# ABEL TEKLEMARIAM

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- Portfolio website - <https://abel-t-eea62ac9bbfb.herokuapp.com/>
- LinkedIn - <https://www.linkedin.com/in/abel-tm/>
- Github - <https://github.com/abeltm>

## Objective

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To obtain a challenging position in Software development, Full stack, IT support, IT technician, or IT administrator where I can utilize my education and skills to provide effective technical solutions.

## Education

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**Centennial college of applied arts and technology – Toronto, CA**

Advanced diploma in software engineering technology | September 2021 – May 2024

**Adama science and technology University – Adama, Ethiopia**

Construction technology and management, September 2015 – January 2019

## Certificates

- Data analytics course – Google – May 2023
- CCNA/CCNP certification – In progress

## Skills

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- Strong problem-solving skills with attention to detail
- Ability to work collaboratively in a team environment
- Excellent verbal and written communication skills

## Technical Skills

- Programming languages and Libraries: *Java, C#, HTML/CSS, JavaScript, Node.js, R*
- Database Systems and Operating Systems: *Data Studio, MySQL, Windows, Linux*
- Other tools: *Git, GitHub, Microsoft Azure, Microsoft Office, Oracle*

## Job Experience

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### IT Analyst

**MAVES International Software** – Toronto, CA, May 2023 to Present

- Monitor, investigate, answer, resolve and log application incident issues as reported and addressed in MAVES Service Desk Issue tracking application.
- Apply technical skills such as SQL queries, shell scripting, HTML and JS in using softwares such as Visual studio code, IBM data studio, putty, WinSCP and other similar softwares both Linux level and Windows

- Document all events related to in-process assigned issues in ticketing systems such as Confluence, JIRA, and Zoho
- Involve and assist in projects that require programming
- Escalate any and all high-priority, unresolved or unidentified issues according to the MAVES internal procedures and escalation protocols

## **IT Support**

***World One Import Inc.*** – Toronto, CA, September 2021 to December 2022

- Provide technical support and troubleshooting for hardware, software, and network issues
- Worked with other IT team members to resolve complex issues
- Created and managed ecommerce channels on Shopify & WooCommerce
- Assisted in developing front end pages for clients
- Respond to and resolve service requests and incident tickets in a timely manner
- Install, configure, and maintain computer hardware, software, and peripherals
- Documented and tracked technical issues using a ticketing system

## **Graphic Printing**

***Print Geek*** - Toronto, CA, Date – August 2020 to September 2021

- Operated on different graphic printing machines
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Designed new graphic contents

## **Showroom coordinator, Customers representative**

***Leon's Furniture*** - Toronto, Date – June 2019 to July 2020

- Provided exceptional customer service including answering inquiries, and assisting with product selection.
- Assisted with inventory management, including receiving and processing shipments
- Respond and resolve service requests from customers

## **References**

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Available upon request