



Adisu Ketema

📍 **Work :** Addis Ababa, NA, NA, Ethiopia

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Gender: Male **Date of birth:** 06/02/1989 **Nationality:** Ethiopian

ABOUT ME

I'm dedicated and proactive IT specialist with 10+ years of experience in IT Industry. Highly skilled in End-user support, 0365, Cybersecurity, Web development, Computer maintenance, Data analysis, etc. with a proven track record of delivering high-quality projects on time. Adept at working both independently and as part of a team, with strong communication and problem-solving abilities. Seeking to leverage my expertise to contribute to innovative tech companies or divers culture institution.

Key Skills

- HTML, CSS & Java
- Data Analysis and Visualization
- Cybersecurity
- Expert in Verbal or written communication
- Team Leadership

Career Objective

Motivated and results-driven professional aiming to secure a challenging role at multi-cultural institution where I can apply my skills to drive innovation and achieve organizational goals

WORK EXPERIENCE

[02/05/2023 – Current]

IT Assistant

Jhpiego Ethiopia

City: Addis Ababa | **Country:** Ethiopia

- Installing & configuring hardware & software systems such as network printers, switches, wireless access points, video conferencing sets, etc....
- Maintaining & repairing IT equipment such as printers, desktops, laptops, etc....,
- Troubleshooting hardware and software issues, network connectivity and performance issues,
- Troubleshooting user account and authentication issues, deleted data recovery,
- Joining end-user devices to Azure AD,
- Providing technical support to different projects and procurement teams when purchasing IT-related equipment,
- Ensure that all staff members adhere to the cybersecurity policies and procedures,
- Facilitate IT training for end users, configuring new computers for users,
- Providing support on Microsoft Power BI, Microsoft 365 Solutions (Dynamics 365, Office 365, Teams, OneDrive) & Zoom,
- Providing technical support on QuickBooks to the finance team,
- Providing helpdesk support onsite and remotely using remote access tools,
- Communicating with ISP for any internet issues or new service subscriptions,
- Managing user accounts on Microsoft Azure AD

[07/02/2021 – 01/02/2022]

Customer Sales Representative II

Habesha Breweries S.C

City: AA | **Country:** Ethiopia

- Efficiently used CRM to visit outlets, scan POS Material, create & delete outlets to amend outlet detail,
- Analyzed sales data reports from C4C,
- In-person and over-the-phone communication with more than 50 customers per day,
- Conducted on-the-job training for the sales crew,
- Planned and executed different sales activities like engagement, events, and other related activities,
- Deployed POS materials for bonified customers.

[07/01/2018 – 16/02/2021]

Sales System Coordinator for South & East part of Ethiopia

Habesha Breweries S.C

City: A.A | **Country:** Ethiopia

- Prepared and maintained devices for first use,
- Assisted in setting up desktop applications and various mobile devices,
- Installed and configured software needed on the job,
- Conducted new user orientation and periodic training sessions for staff on IT equipment, resources, and software,
- Prepared & conducted on the Job & classroom training on CMS, CRM & C4C for end users,
- Analyzed & prepared daily, weekly, monthly, quarterly & annual sales data from C4C,
- Solved incidents related to user accounts, user devices & any system-related request from the end users,
- Traveled frequently to business areas to provide technical support,

[11/07/2016 – 12/12/2017]

Sales System Support

Habesha Breweries S.C

City: A.A | **Country:** Ethiopia

- Managed & worked with more than 50 end users.
- Prepared and maintained devices for first use,
- Assisted in setting up desktop applications and various mobile devices,
- Installed and configured working-related software systems,
- Conducted new user orientation and periodic training sessions for staff on IT equipment, resources, and software,
- Prepared & conducted on the job & classroom training on CMS, CRM & C4C for end users,
- Analyzed & prepared daily, weekly, monthly, quarterly & annual sales data from C4C,
- Solved incidents related to user accounts, user devices & any system-related request from the end user,
- Traveled frequently to business areas for several work-related activities,
- Managed & worked with more than 50 end users.

[05/01/2016 – 05/06/2016]

Information Technology Officer

Ramada Addis Hotel

City: A.A | **Country:** Ethiopia

- Installed & configured IT hardware & software system,
- Maintained & repaired IT equipment,
- Performed troubleshooting of hardware, software, network & connectivity issues,
- Administered computer network (LAN, WLAN, WAN systems)
- Troubleshoot hardware and software issues, network connectivity and performance issues,
- Troubleshoot user account and authentication issues, deleted data recovery,
- Supervised project that involved the installation of NW, CCTV Camera, Door Locking system, and PBX system installation,
- Facilitated OPERA Software training for end users,
- Configured computer networks,
- Offered technical support onsite and remotely via phone/email,
- Maintained customer satisfaction for all support queries,
- Communicated with ISP for any internet issues or new service requests.

[01/04/2015 – 04/01/2016]

IT Administrator

Washington Hotel

City: A.A | **Country:** Ethiopia

- Installed & Configured Hardware & Software system
- Maintained & repaired IT equipment
- Troubleshoot Hardware issue, Software issue, Network & connectivity issue,
- Troubleshoot performance issue, User Account and Authentication Issues, Data Loss and Recovery issues.
- Managed Database
- Set up computer security measures
- Performed Network Administration (LAN, WLAN, WAN systems)
- Configured computer networks
- Offered technical support onsite via phone/ email

- Maintained customer satisfaction for all support quires
- Performed CNET software maintenance, administration & facilitate training
- Communicated with ISP for any internet issue or new requests.
- Provided Graphics Designing service for brochure, Logos, banner.

[02/01/2013 – 02/04/2014]

Junior ICT Specialist – End user service & support & Team Lead

Business Continuity Service PLC

City: A.A | **Country:** Ethiopia

- Provided end-user support,
- Joined laptops to the domain,
- Deployed drive images using an image from a server,
- Server hardware installation, configuration & monitoring,
- Played a “team Lead” role providing direction and guidance to the team.

[04/08/2011 – 02/11/2012]

IT Specialist

Desalegn Hotel

City: A.A | **Country:** Ethiopia

- Installed & configured IT hardware & software system,
- Maintained & repaired IT equipment,
- Troubleshooting IT hardware and software issues, network connectivity and performance issues,
- Troubleshooting user account and authentication issues, deleted data recovery,
- Managed database system,
- Set up computer security measures such as installing antivirus and making sure they are up to date,
- Installed and configured computer networks,
- Provided technical support both onsite and remotely via telephone,
- Maintained customer satisfaction for all support quires,
- Provided CNET software maintenance, administration & facilitate training,
- Communicated with ISP for any internet issues or new service subscriptions.

[02/01/2010 – 02/09/2010]

IT Specialist

BT Business Center

City: A.A | **Country:** Ethiopia

- Provided maintenance service of desktop and laptop computers,
- Installed and configured computer networks,
- Installed & configured computer software,
- Provided sales service of computers.

EDUCATION AND TRAINING

[01/09/2021 – 04/08/2022]

Masters of Business Administration

Yardstick International College

Address: A.A, Ethiopia |

[08/08/2006 – 03/09/2010]

BSc in ICT

Addis Ababa University

Address: A.A, Ethiopia |

[01/02/2015 – 30/08/2015]

Office Machine Maintenance

Satcom Institute of Technology

Address: A.A, Ethiopia |

[08/06/2014 – 05/09/2014]

CCNA, Routing & Switching

New Horizons Computer Learning Center

Address: A.A, Ethiopia |

[28/01/2017 – 01/02/2017]

Microsoft Office - Excel 2013

Techno Brain

Address: A.A, Ethiopia |

[13/03/2017 – 15/03/2017]

Personal Leadership Training

Center for Creative Leadership

Address: A.A, Ethiopia |

[01/05/2023 – 09/05/2023]

ITIL & Change Management

E-Learning

City: Addis Ababa | Country: Ethiopia |

[14/05/2023 – 24/05/2023]

Microsoft Office 365 Admin

E-Learning

City: Addis Ababa | Country: Ethiopia |

[25/05/2023 – 30/05/2023]

Microsoft Office 365 End User

E-Learning

City: Addis Ababa | Country: Ethiopia |

[01/06/2023 – 14/06/2023]

AZ-900: Microsoft Azure Fundamentals

E-Learning

City: Addis Ababa | Country: Ethiopia |

[01/07/2023 – 30/08/2023]

CCNA: Cisco Certified Network Associate (Exam 200-301)

E-Learning

City: Addis Ababa | Country: Ethiopia |

[01/09/2023 – 20/10/2023]

Introduction to Web Design

E-Learning

City: Addis Ababa | Country: Ethiopia |

[04/08/2023 – 02/02/2024]

Cybersecurity- Secure data and software development

Jhpiego E-Learning

City: Ethiopia | Country: Ethiopia |

[15/06/2024 – 15/08/2024]

Global IT Watch and Discussion Series

Jhpiego Online Conference

City: Ethiopia | Country: Ethiopia

LANGUAGE SKILLS

Mother tongue(s): Amharic

Other language(s):

English

LISTENING C1 READING B2 WRITING C2

SPOKEN PRODUCTION B2 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

My Digital Skills

Cyber security | Power BI | MySQL | SharePoint | Teams | OneDrive | MS Azure Cloud| Windows AD| OS (Windows, MAC & Linux) | Virtualization | Google Apps| Disaster Recovery| Networking Facebook | Social Media | Google Drive | Internet user | Outlook | MS O365

Reference

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