



Amanuel Tesfay

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ABOUT ME

I am an Energetic Operations Support with more than 3 years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement I am highly motivated to continue learning and improving my craft.

SKILLS & PROFICIENCIES

- Problem-solving.
- Team working skills, Active listening
- Customer Service Skills.
- Communication
- Time management
- Proficient in using freshdesk and atlassian jira software

CERTIFICATION & VOLUNTEER WORK

Full-stack developer

Evangadi Networks

Online courses provided by Evangadi Networks covered HTML, CSS, Bootstrap, media- query, Javascript, Node.Js, React.Js, Mysql, Git, Git-hub, and express.Js with projects.

Volunteer Administrator

Zewditu Meshesha (philanthropist)

Collaborated with a team of 15+ volunteers to raise funds, and support kids who lost their parents.

Microsoft talent training Certificate

Gebeya Talent agency

2021

Online program provided by Microsoft company covered C#, JAVA, and DevOps and how to build an inbound marketing strategy.

WORK HISTORY

Intern Software Engineer

Paga payment

August 2022 to Present

- Developing applications (coding, programming)
- Debugging and testing code
- Documenting and testing new software applications
- Researching, investigating, and fixing a wide range of technical issues
- Collaborating with senior leaders
- Approaching problems and creating solutions
- Proactively learning about new technologies

Operations Support (Customer Experience)

Paga payment

September 2021 to Present

- Ensure the delivery of excellent customer service when assisting customers and agents in a professional and efficient manner.
- Receive and respond to emails from customers and agents using applications like Freshdesk.
- Identifying and escalating priority issues to the appropriate quarters for assistance.

Customer Support Specialist

Apposit

February 2019 to September 2021

- Responsible for taking control of and resolving complex and escalated customer-related issues.
- Manages testing communications for all project work assigned, and documents and manages project issues.
- Works closely with software developers and support teams to foster high customer satisfaction and generate profit.

Network administrator

Sheba University Collage

January 2019 to March 2019

- Maintaining existing software and hardware and upgrading any that have become obsolete.
- Monitoring computer networks and systems to identify how performance can be improved.
- working with IT support personnel.
- Identifying and solving any problems that arise with computer networks and systems.
- Consulting with clients to specify system requirements and design solutions. Budgeting for equipment and assembly costs.

LANGUAGE & SOFTWARE SKILLS

- Tigrinya: Native
- Amharic: Fluent
- English: Fluent

- OS Linux, Windows
- MS SQL, MongoDB, PostgreSQL, MySQL, Oracle
- HTML, CSS, Bootstrap, media-query
- Javascript, Node.Js, React.Js, express.Js,
- java, java Springboot, C#, C++, PHP
- Git-hub and Git.

EDUCATIONAL BACKGROUND

Sheba University Collage
Ethiopia, Mekelle
Bachelor's Degree in Computer sciences,
with GPA **3.06**
September 2014 - July 2018

Ayder secondary and preparatory school
Ethiopia, Mekelle
Completed secondary and preparatory school
September 2011 - July 2014

REFERENCES

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