MELAKU ZELEKE

Addis Ababa Arada subcity
melakuzeleke443@gmail.com
0964436008

ABOUT ME

I am an experienced IT professional with a strong background in diagnosing and resolving complex technical issues. My expertise spans a variety of IT technologies including Windows Platforms, Microsoft Office, servers, and smartphones. I excel in customer service, effectively probing to understand the root cause of problems and delivering solutions that meet clients' needs.

WORK EXPERIENCE

Intern as IT Technician ,at Tibeb Design and Building, Addis Ababa   Sept 2023 - Feb 2024

- Network Support: Assisted in the installation, maintenance, and upgrades to local networks and communications infrastructure, ensuring security and business continuity.
- Customer Support: Worked directly with customers to diagnose and resolve technical issues, using effective probing questions to determine the root cause and assess the customer's comfort level with technology.

Intern as IT Supporter ,at Dashen Bank, Jara   Jun 2022 - Aug 2022

- End-User Support: Provided front-line support for end-users, troubleshooting hardware and software issues, and ensuring timely resolution.
- System Maintenance: Assisted in maintaining servers, performing regular updates, and addressing security alerts.

EDUCATION

Addis Ababa University   Jun 2021 - Jul 2024

Bachelor of Computer Science

- I have attanded my bachelor degree at Addis Ababa Univerity
- CGPA   3.28
- Exit Exam Result   72

SKILLS

Technical Knowledge:

- **Proficient in various IT technologies and platforms**
- **Strong understanding of networking methods and technologies**
- **Knowledgeable in IT Service Management best practices**
- **Skilled in using and troubleshooting modern software applications**
- **Experience with communication technologies and remote support tools**

Customer Service:

- **Excellent client service skills with the ability to work under pressure**
- **Effective communication skills, both written and spoken**
- **Ability to clearly explain technical issues and solutions**

Programming Language:

JavaScript   PHP   Python   NodeJS