BISRAT MULATU

Nationality: Ethiopian   **Date of birth:** 25/05/2003

Place of birth: Addis Ababa, Ethiopia   📞 **Phone number:** (+251) 976555989

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📍 **Home:** Yeka sub-city, Woreda 10, 1000 Addis Ababa (Ethiopia)

EDUCATION AND TRAINING

Bachelor of Science Degree in Information Technology

HAWASSA UNIVERSITY [16/05/2022 – 24/06/2025]

Address: Hawassa, Ethiopia, 05 Hawassa, Ethiopia Hawassa (Ethiopia) | **Website:** www.hu.edu.et | **Field(s) of study:** Information Technology | **Final grade:** 3.53 | **Level in EQF:** EQF level 6 | **Thesis:** ICT Support and Management platform for HU

- Web system development using HTML, CSS, JavaScript, and PHP
- Programming skills in Java and Python
- Basics of Artificial Intelligence (AI) and Machine Learning (ML)
- Operating System (OS) fundamentals
- Database design and management
- ICT support and troubleshooting
- Software installation and maintenance
- Networking fundamentals and hardware handling
- Proficient in Microsoft Office tools (Excel, Word, PowerPoint)
- Customer service and end-user support
- System analysis and requirement gathering

WORK EXPERIENCE

🏢 *ECWC* – Addis Ababa, Ethiopia

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

IT internship

[19/07/2024 – 08/09/2024]

-Customized and enhanced ICT support system features to improve user experience.
-Conducted interviews and discussions with users from various departments to identify system limitations, errors, and feature gaps.
-Reviewed and analyzed the system's source code and database structure to understand the logic behind existing functionalities.
-Conducted system testing and gathered feedback from multiple user roles.
-Actively participated in modifying and adding new features to the existing system
-Gained experience in PHP, database integration, and system design.
-Ensured that newly developed components matched the user requirements
-Conducted internal testing and coordinated with end-users to validate the new features and fixes.
-Worked on fixing bugs and fine-tuning the system based on testing outcomes.

LANGUAGE SKILLS

Mother tongue(s): Amharic

Other language(s):

English

LISTENING B2 **READING** B2 **WRITING** B2

SPOKEN PRODUCTION B1 **SPOKEN INTERACTION** B1

CERTIFICATIONS

Verified Certificate of Nanodegree Program Completion – Programming Fundamentals (Udacity)

SKILLS

Digital and IT skills

Python Language - Basic knowledge / PHP / Programming Languages - C,C++,Java,HTML and MS SQL server / Java (computer programming) / ICT networking hardware

Office and Productivity Software

Microsoft Office / Google Docs / Microsoft Powerpoint / Microsoft Word / Microsoft Excel / Social Media

Soft / Personal Skills

Team-work oriented / Decision-making / Good listener and communicator / Organizational and planning skills / Strong Time Management / Critical thinking / Motivated