

Birhanu Mamush

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Professional Summary

Highly motivated IT Service Desk Analyst with over 6 years of experience in system administration, network management, and technical support within the financial sector. Actively transitioning to a Software Development role, proficient in JavaScript, React.js, Node.js (Express.js), SQL, and NoSQL. Demonstrated practical experience in API development, web application creation, and problem-solving through diverse GitHub projects. Eager to apply strong analytical and technical skills to develop robust software solutions and contribute to innovative teams.

Technical Skills

- **Programming Languages:** JavaScript, SQL, PHP, TypeScript
- **Backend & Frameworks:** Node.js (Express.js), Laravel, REST APIs, JWT
- **Frontend & Libraries:** React.js, HTML, CSS
- **Databases:** SQLite3, SQL, NoSQL
- **Operating Systems:** Linux (Ubuntu), macOS, Windows
- **Cloud & Tools:** AWS S3, Git, GitHub, Figma
- **Web Servers:** NGINX, Apache
- **Other Tools:** Active Directory, Kaspersky Antivirus, MoneyGram POS, Western Union POS, Chapa API, Axios, Dotenv, Telegraf.js
- **Soft Skills:** Troubleshooting, Network Management, System Administration, Problem-Solving, Technical Support, Collaboration, Learning Agility

PROJECTS

- **Telegram Product Bot:** Developed a Telegram bot to post products on a channel and accept payments using the Chapa API. Utilized Telegraf.js framework, Chapa payment API, Axios, SQLite3, and Dotenv.
- **Word Question Game:** Created a word question game where an administrator posts questions and users provide answers, with scores automatically recorded.
- **Ethiopian Receipt Checker (Frontend):** Built a simple frontend web application using Fetch API to display receipts from major Ethiopian banks and digital wallets (CBE, Telebirr, Abyssinia Bank) based on transaction IDs.
- **Random Dog Picture App (Frontend):** Developed a basic frontend application using Fetch API to display random dog images from a free public API.
- **React To-Do App:** Implemented a simple To-Do application using React.js.
- **E-commerce REST API:** Developed an e-commerce backend REST API using Express.js.
- **Car Rental SaaS (In Progress):** Currently developing a car rental Software-as-a-Service (SaaS) application using TypeScript, Express.js, and JWT.

Experience

IT Service Desk Analyst I, Wegagen Bank S.C – Addis Ababa, Ethiopia March 2022 – Present

- Ensured continuous operation and functionality for all 40 bank branches.
- Maintained network stability and uptime, minimizing disruptions across the bank's infrastructure.
- Assisted in publishing and maintaining bank websites on NGINX Ubuntu Linux OS.
- Administered Active Directory and deployed critical server patches to ensure system security and performance.
- Ensured the functionality of key software products, including Kaspersky Antivirus, MoneyGram POS, and Western Union POS.
- Facilitated seamless accessibility of all web-based products across all branches.

IT Technical Support Officer, Wegagen Bank S.C – Addis Ababa, Ethiopia June 2020 – March 2022

- Troubleshoot and maintained software, hardware, and network systems.
- Provided effective solutions for technical issues and actively monitored system performance.

Jr. Hardware and Network Engineer, NIB International Bank S.C – Addis Ababa, Ethiopia June 2019 – June 2020

- Provided comprehensive IT support across 300 bank branches, troubleshooting and maintaining software, hardware, and network infrastructure.
- Delivered solutions for complex technical problems and actively monitored system performance.

ICT Officer II, Federal High Court – Addis Ababa, Ethiopia September 2018 – June 2019

- Responsible for troubleshooting and maintaining software, hardware, and network-related problems.
- Provided solutions for technical problems and monitored system performance.

Jr. ICT Officer, Federal High Court – Addis Ababa, Ethiopia November 2016 – September 2018

- Responsible for troubleshooting and maintaining software, hardware, and network-related problems.
- Provided solutions for technical problems and monitored system performance.

Education

B.Sc. in Information Technology, Mizan Tepi University – Mizan Teferi, Ethiopia September 2013 – June 2016 GPA: 3.35

CETIFICATIONS

- Android Developer Fundamentals From Udacity
- Programming Fundamentals From Udacity
- Mastering Laravel Framework And Php From Broad Infinity
- Enterprise And Infrastructure Security From New York University
- Introduction To Devops From Ibm
- Aws S3 Basics From Coursera
- Api Designer From Api Academy
- Build Free Websites Using Wordpress From Coursera
- Getting Started With Figma From Coursera
- Getting Started With Git And Github From Ibm
- Inroduction To Web Development With Html,Css And Javascript From Ibm
- Introduction To Cloud Computing From Ibm