

# Firaol Gadissa

## Trainee Information Technology Officer

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## DECLARATION

IT graduate with expertise in networking, software development, and cybersecurity. Skilled in optimizing IT infrastructure and implementing secure, scalable systems. Seeking to apply technical knowledge to enhance digital transformation at Development Bank of Ethiopia.

## EDUCATION

### Bachelor's Degree in Information Technology

07/2021 – 02/2025

Debre Markos University

CGPA: 3.32 | Passed University Exit Exam (71%)

Relevant coursework: Distributed Systems, Web Development, Data Communication and Computer Networks.

## TECHNICAL SKILLS

- Programming: PHP, Python, JavaScript
- Web: HTML, CSS, Flask, MySQL
- Networking: Subnetting, Configuration, System Administration
- Cybersecurity: Network Security, Protection Strategies
- AI & Automation: NLP for answer evaluation
- Software Dev: API Integration, Backend Dev

## PROFESSIONAL EXPERIENCE

### Online Examination System with AI-Based Evaluation

06/2024 – present

- Developed a scalable web-based examination system using PHP & MySQL, reducing database query response times by 70%.
- Integrated AI (Flask-based NLP) to automate student answer evaluation, improving grading efficiency by 80%.
- Implemented a secure login system, enhancing user data protection for over 100 students.
- Designed an **admin dashboard** to manage exams, track student performance, and generate analytics reports.
- Optimized **database indexing** and query structure, improving data retrieval speed by 50%.
- Conducted **user testing** with students and instructors, refining the system based on feedback.

### INTERNSHIP EXPERIENCE

06/2023 – 09/2023

Commercial Bank of Ethiopia, Assela District

Assela, Ethiopia

IT & Networking Intern

- Troubleshoot and resolved multiple IT support issues daily, improving response time and system efficiency.
- **Configured and maintained** 15+ network devices, **enhancing system stability and minimizing disruptions**.
- Implemented security monitoring procedures, reducing potential risks and improving network stability.
- **Resolved** hardware, software, and network issues for **20+ employees**, reducing downtime and improving productivity.
- Assisted in implementing access controls and security protocols, reducing unauthorized access risks.

## SOFT SKILLS

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- **Troubleshoot and fixed** critical IT issues, enhancing overall productivity.
- Collaborated with a team of 4+ IT professionals to troubleshoot network connectivity issues, reducing downtime by 30%.
- Assisted in configuring and maintaining 15+ network devices, ensuring 99% system uptime.
- Researched cybersecurity best practices and helped implement 3 security policies, improving system protection by 20%.
- Monitored firewall logs and network traffic to detect potential threats, reducing security incidents.
- Provided technical support to 20+ employees, resolving IT issues and improving workflow efficiency.
- Documented troubleshooting procedures to streamline future network issue resolutions.
- Strong communication & leadership

## LANGUAGES

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- Amharic Fluent
- Afaan Oromoo Fluent
- English Fluent