

# Fikirte Yifred

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## Professional Summary

A dedicated Information Technology professional with a BSc from Jigjiga University (3.68 GPA). Skilled in technical support, user training, and software systems management, including e-GP platforms. Skilled in managing complex software systems, including e-GP platforms, to streamline procurement processes and enhance operational efficiency. Adept at delivering clear, user-focused training and troubleshooting to ensure seamless system operations. Strong organizational and communication skills, with a proven ability to manage multiple tasks efficiently in fast paced environments.

## Education

### **Bachelor of Science in Information Technology** 2018 – 2021

Jigjiga University, Jigjiga, Ethiopia

Cumulative GPA: 3.68/4.0

Final Year Project: Web-based purchasing management system for Jigjiga University

### **Preparatory Education (Grades 11–12)** 2016 – 2018

Bishoftu Preparatory School, Bishoftu, Ethiopia

### **General Education (Grades 1–10)** 2006 – 2016

Ebenezer School, Bishoftu, Ethiopia

## Professional Experience

### **System Support Expert** July 2023 – Present

Ethiopian Water Technology Institute, Addis Ababa, Ethiopia (Assigned by Perago Information System in contact with Federal Public Procurement and Property Authority)

- Provide technical support and training for end-users, ensuring seamless software operations.
- Manage e-GP systems, streamlining procurement processes with accurate documentation.
- Utilize Microsoft Excel, Google Sheets, and Notion for data management and task organization.

### **IT Analyst** April 2021 – June 2023

Chang Jiang Chemical and Soap Raw Material PLC., Dukem, Ethiopia

- Supported IT infrastructure, troubleshooting software and assisting users.
- Implemented web-based systems, improving operational efficiency.

## **Skills**

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### **Property Management Tools**

- Web-based system management
- Quick to master new platforms

### **Technical & Soft Skill**

- Microsoft Excel, Google Sheets, Notion
  - System support, e-GP systems, trouble shooting
  - Time management
  - communication, adaptability
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## **Languages**

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<b>Language</b>	<b>Speaking</b>	<b>Reading</b>	<b>Writing</b>
Amharic	Excellent	Excellent	Excellent
English	Excellent	Excellent	Excellent

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## **References**

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**Mr. Ponsuresh Manoharan**

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**Mr. Genene Beyene**

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