

CONTACT



Hawaz Assfha Arefu

📍 Addis Ababa,Ethiopia
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OBJECTIVE

Highly motivated and accomplished professional with a diverse educational background and practical experience in the telecommunications industry. Possess a Bachelor of Science in Electrical Engineering, Bachelor of Arts in Management, and Master of Arts in Project Management. Proven ability to excel in multidisciplinary environments and effectively manage complex projects. Strong research and analytical skills, coupled with a passion for technological advancements and innovation. Seeking admission into a prestigious master's program Msc to further enhance my expertise and contribute to the field in multidisciplinary. .

PERSONAL DETAILS

- Date of Birth : 03/02/1999
- Nationality : Ethiopian
- Passport : EP6354445
- Gender : Female

EDUCATION

- | | |
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| 2016-2022 | • Addis Ababa Science and Technology University
BSc in Electrical and Computer Engineering |
| 2016-2019 | • Admas university
BA In Management |
| 2021-2023 | • Admas University
MA in Project Management |

SKILLS

- Computer skill...
- Microsoft word,Excell...
- NI MULTISM
- MATLAB
- AutoCAD
- Minitab
- Solidwork
- C++
- JAVA SCRIPT
- SPSS
- HTML
- Python
- MySql

EXPERIENCE

- | | |
|---|--|
| 02/2021 - --
PRESENTADDIS
ABABA, ETHIOPIA | • Customer service division CCA
Ethio-Telecom <ul style="list-style-type: none">• Served as a key member of the customer service division, offering prompt and effective solutions to client inquiries pertaining to telecommunication services• Masterfully generated trouble tickets and efficiently escalated SIM related issues and broadband internet concerns for residential and enterprise client• Expertly guided customers through the process of adopting and utilizing updated |
|---|--|

services, ensuring their seamless integration into their operations

- Provided in-depth information regarding ethio telecom services, while diligently resolving any customer complications at the initial stage
- Recognized for exceptional performance, leading to the assignment as a coach for several days in order to share knowledge and enhance team performance.

05/2016 - 09/2016

- **Internship**
WebSprix
 - Assisted in providing internet service
 - Received and resolved customer calls and complaints, utilizing the service number to identify issues and assign appropriate personnel for problem-solving.
 - Proficiently addressed connectivity issues, both in wired and wireless internet service, through cabling and router installation

Nov 24-2023 - May 30,2024

- **Full Stack Web Development**
Evangadi Tech
Fullstack Web development
Specializes in innovative solutions such as software development,web development,mobile app development...

Nov 2022 - Oct 2023

- **Certified Quality Engineering**
Persimmon with Helios technologies (American society for Quality)
Advanced Engineering Training
Experience in Quality engineering practice problem solving and strong analytical skills,generating Failure modes process capability,Lean Engineering practices OEE calculation,DoE on Engineering Dataset,Robust Capability Analysis,Engineering tools of AOQP,PPAP Verification Tests,Quality of Design and performance Engineering

OCT 2023 - April 2024

- **Certified Advanced Conformance Engineer**
Persimmon with Helios technologies (American society for Quality)
Advanced Engineering trianing
Project of Fixed Wing Drone

PROJECTS

- Remot Controlled Home Automation
- Optimal Link Design For Websprix Company Wirless Communication
- factors affecting Job Satisfaction in case of ethio telecom customer service divisions
- Design of Fixed -Wing Drone or Serveilance and Mapping

ACTIVITIES

- Charity Club
- ICT Club
- Mini-Media
- Science and Technology Club
- Mathematics club

LANGUAGES

- English
- Amharic
- Tigrigna

REFERENCE

- **Zenawi G/kirstos - EthioTelecom**
CS Quality Assurance
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- **Angesom Assefa - EthioTelecom**
CC Supervisor
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- **Tekleweyni Assfha - Tekleweyni and Teklit ElectroMechanical Work Contractor PLC**
Manager
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- **Bekele Mulu - Addis Ababa Science and Technology University**
My lecturer in two courses and my Advisor in my thesis research
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- **Assistant professor Kiros Habtu - Admas University**
My Advisor in my Thesis research
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- **Haimanot Hailezgy - Ethio -Telecom**
CC Coach
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