🌗 **Dark Mode**

Fisseha Shimelash

Service Management Specialist | IT Service Desk Manager | ITIL | Data Analysis Practitioner

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About Me

I'm an innovative and results-oriented IT professional with a proven track record in technical support, service delivery, and IT service desk management. I specialize in troubleshooting, monitoring (PRTG, SolarWinds), Jira, and customer communication. I'm passionate about optimizing IT operations and helping teams deliver exceptional support experiences.

Experience

- **Service Desk Technical Manager**, Bank of Abyssinia (2024 – Present)
- **IT Service Desk Analyst**, Bank of Abyssinia (2019 – 2024)
- **IT Support Engineer**, Ethiopian Revenue & Customs (2011 – 2015)
- **Helpdesk Attendant**, Dashen Bank (2015 – 2017)
- **Part-Time Instructor**, Orbit IT College (2012 – 2013)

Skills

IT Support   Service Desk   Monitoring (PRTG, SolarWinds)   Jira & Ticketing

Data Analysis   Microsoft 365 & AD   Communication

Certifications

- Azure Fundamentals
- Data Analysis Fundamentals
- Introduction to Python
- ALX Virtual Assistant
- Professional Diploma in Project Management

Projects

🕐 Simple Clock Web App

HTML/CSS/JS clock with dynamic greetings. Hosted on GitHub Pages.

🔗 **View Live** | 📁 **Source Code**

📡 Network Monitoring Plan

Planned a tool to monitor branch, ATM, and ITM networks using PRTG & SolarWinds for Bank of Abyssinia.

Contact

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