

**YOHANS (JOHN) BEKELE**

**Gdansk, Pomeranian, 81-350**

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**[Portfolio](#)**

## **Personal Profile**

**Proactive and detail-oriented technology professionals with over five years of experience advancing continual improvement, service management, and process optimization in enterprise environments. Adept at analyzing service operations, identifying opportunities for enhancement, and driving data-backed improvement initiatives aligned with business goals and ITIL best practices. Highly skilled in programming (JavaScript, Python, SQL), automating workflows, and managing complex SQL databases to increase operational efficiency and service reliability. Recognized for quickly mastering new technologies, engaging stakeholders, and fostering a culture of continuous improvement across teams.**

## **Technical Skills**

- **Programming & Scripting:** Python (Panda, NumPy , Flask) , JavaScript (MERN: MongoDB, Express, React, Node), SQL, Bash
- **DevOps & CI/CD:** GitHub, ServiceNow, Visual Studio Code
- **Cloud Platforms:** AWS (EC2, RDS, S3)
- **System Administration:** Linux (Ubuntu), Windows Server, Citrix
- **Databases:** MS SQL Server, MySQL, MongoDB, PostgreSQL
- **Data Analysis & Visualization:** Advanced Excel (Pivot Tables, Macros), Pandas, Data visualization tools
- **APIs & Integration:** RESTful APIs, Salesforce
- **Other:** Application observability, Incident & event management, Automation, Troubleshooting

## **Professional Experience**

## **Product Application Support Specialist**

***Thomson Reuters, Gdansk***

***Aug 2024 – Present***

- Manage Citrix environments and Microsoft SQL Server databases, ensuring optimal system performance and high availability.
- Provide rapid incident response and troubleshooting for critical application issues, minimizing downtime and user impact.
- Develop and automate operational processes using Python, JavaScript, and SQL to increase efficiency and support business goals.
- Integrate and customize Onvio software via RESTful APIs and scripting to meet client-specific requirements.
- Monitor system health, analyze performance data, and proactively address bottlenecks using Datadog and custom dashboards.
- Collaborate with cross-functional teams to document, analyze, and resolve chronic and major incidents.

## **Financial Analyst (Technology & Automation Focus)**

***State Street, Gdansk***

***Mar 2023 – Jul 2024***

- Performed quantitative trade analysis and tracked trading activity using advanced Excel, VBA, and Visual Studio Code for automation.
- Automated monthly reporting workflows, improving accuracy and reducing turnaround time.
- Built technical dashboards and data visualizations to deliver actionable insights to stakeholders.

## **Data Analyst (MSSP Migration Project)**

***Cisco, Krakow***

***Aug 2022 – Feb 2023***

- Led SQL-based data migration and analysis for the Managed Security Service Provider (MSSP) console.
- Utilized Salesforce and BFC for data integration, cleansing, and reporting.

- Created technical reports and visualizations to support project delivery and operational excellence.

### **Senior Process Executive (Application Performance)**

***Infosys, Lodz***

***Mar 2022 – Apr 2023***

- Oversaw process optimization and performance reporting for Philips' business processes and applications.
- I analyzed system metrics and collaborated with engineering teams to implement improvements.
- Delivered actionable performance insights to project stakeholders.

### **Data Analytics Engineer**

***Commercial Bank of Ethiopia, Addis Abeba***

***Feb 2017 – Jan 2019***

- Conducted data analysis for KYC compliance and general system/process reporting using SQL, Salesforce, ERP, and banking tools.
- Automated compliance reporting processes with Python and Visual Studio Code.
- Collaborated with legal and risk teams to ensure regulatory adherence and optimize banking operations.

### **Education**

**BSc in IT in Business**

**WSB University, Torun, 2024**

**BSc in Information Technology**

**Rift Valley University, Ethiopia, 2021**

### **Languages**

- **English (Fluent)**

### **Additional Information**

- **Ready for hybrid or remote work**
- **Experienced in knowledge sharing and informal coaching within teams**
- **References available upon request**

### **Key Strengths**

- **Passion for reliability engineering, automation, and continuous improvement**
- **Effective communicator and collaborator in global teams**
- **Strong blend of technical and business acumen, bridging IT and business outcomes**
- **Proactive problem-solver with a customer-centric approach**