Yonas Bogale Sitotaw

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Summary

I am a dedicated IT professional with a diverse background in IT support, network administration, system administration, and software development. With a strong foundation in troubleshooting, network management, and software engineering, I bring a comprehensive approach to technology solutions.

As an IT Supporter, I excel in providing timely and effective technical assistance to end-users, ensuring seamless operation of hardware, software, and network systems. My experience in network administration includes configuring and maintaining network infrastructure to guarantee robust and secure connectivity. In my role as a System Administrator, I have successfully managed server environments, implemented security measures, and automated tasks to enhance system performance and reliability.

With a passion for software development, I have designed and developed applications that meet user needs and business objectives. My collaborative nature and ability to work with cross-functional teams enable me to contribute effectively to project success. Proficient in multiple programming languages and familiar with best practices in software development, I am committed to delivering high-quality solutions that drive organizational efficiency and innovation.

I am constantly seeking opportunities to expand my skill set and stay current with the latest advancements in technology. My goal is to leverage my comprehensive IT expertise to contribute to a dynamic and forward-thinking organization.

Key Skills & Competencies

- Code Reviews & Quality Assurance
- IT Support & Troubleshooting
- Software & Application Testing
- Web-Based Software Engineering
- Programming Languages (JavaScript, TypeScript, Python, PHP, SQL, Oracle PL/SQL, Bash, PowerShell, React.js, Tailwind CSS, Next.js, Node.js, Express.js etc.)
- Database Design & Administration (SQL, Oracle, MongoDB)
- Network Administration (LAN/WAN, Cisco CCNA/CCNP)
- Cybersecurity & Vulnerability Management
- System Administration (Windows Server, Active Directory)
- Vendor & Stakeholder Management
- Application Deployment & Maintenance
- Team Collaboration & Leadership
- Problem-Solving & Critical Thinking
- Attention to Detail & Accuracy
- Communication & Interpersonal Skills
- Adaptability & Continuous Learning

Experience

Software Engineer
amanuel mental specialized hospital
Apr 2023 - Apr 2024 (1 year 1 month)

- Designed, developed, and tested software applications using multiple programming languages.
- Collaborated with cross-functional teams to gather requirements and define project scope.
- Implemented front-end and back-end components, integrating with APIs and databases.
- Utilized version control systems (e.g., Git) to manage codebase and track changes.
- Participated in code reviews to ensure code quality and adherence to best practices.
- Debugged and resolved software defects, ensuring high performance and stability.
- Documented software design, code, and technical specifications for future reference.

System Administrator
Amanuel mental specialized hospital
Apr 2021 – Apr 2023 (3 years 4 months)

- Administered and maintained server infrastructure, including Windows and Linux servers.
- Managed virtualization environments using VMware and Hyper-V.
- Monitored system performance and performed routine maintenance to ensure high availability.
- Implemented and maintained security measures, including firewalls, antivirus, and patch management.
- Automated administrative tasks using scripting languages such as PowerShell and Bash.
- Conducted regular data backups and recovery procedures to safeguard critical information.
- Provided technical support and guidance to end-users and IT staff on system-related issues.

Network Technician
Amanuel mental specialized hospital
Mar 2018 - Mar 2020 (2 years 1 month)

- Installed, configured, and maintained network hardware, including routers, switches, and firewalls.
- Monitored network performance and troubleshot connectivity issues to ensure a secure environment.
- Assisted in the design and implementation of network infrastructure projects.
- Performed regular network maintenance, updates, and backups to optimize performance.
- Managed and resolved network incidents and service requests within established SLAs.
- Conducted network assessments and recommended improvements and upgrades.
- Collaborated with IT teams on cross-functional projects.

Network Technician
Zaguwe plc
Nov 2016 – Aug 2021 (4 years 10 months)

- Provided IT support for staff and systems, troubleshooting hardware, software, and network issues.

- Assisted in maintaining servers, workstations, and peripheral devices to ensure smooth operations.
- Supported network administration tasks, including LAN/WAN monitoring and basic configuration.
- Implemented security measures and ensured compliance with organizational IT policies.
- Provided user training and guidance on software applications and IT best practices.
- Coordinated part-time IT operations efficiently, demonstrating accountability.

Information Technology Supporter
Amanuel mental specialized hospital
Sep 2016 - Mar 2018 (1 year 7 months)

- Provided technical support and troubleshooting for end-users on hardware, software, and network issues.
- Installed, configured, and maintained operating systems, applications, and hardware components.
- Assisted in the setup and deployment of new workstations and peripheral devices.
- Managed user accounts, permissions, and access rights using Active Directory.
- Conducted routine maintenance and updates to ensure optimal system performance and security.
- Documented technical processes, issues, and resolutions in the helpdesk system.
- Delivered training sessions and created instructional materials for users.

Education

queen's college
Higher National Diploma, Hardware and networking
Sep 2017 - August 2019

Select Institute of Technology
Bachelor of Science - BS, Computer Science
Sep 2020 – August 2024

Licenses & Certifications

AI & Data Science

- **Machine Learning Engineering, Generative AI Engineering, and Data Engineering** - 10 Academy
- **Kifiya AI Mastery Training Program** - 10 Academy & Kifiya
- **Oracle Data Platform 2025 Certified Foundations Associate** - Oracle University
- **Data Analysis Fundamentals** - Udacity
- **SQL with MySQL Server** - Oracle + Alura

Cybersecurity

- **eCPPT** (Certified Professional Penetration Tester) - eLearnSecurity
- **CompTIA PenTest+ Course** - Global Knowledge
- **Cyber Security Awareness Basic Exam** - TechView Team

Networking & IT

- **Cisco Certified Network Professional Enterprise (CCNP Enterprise)** - Cisco
- **Cisco Certified Network Associate (CCNA)** - Cisco
- **Integrated Human Resource Information System (iHRIS)** - Jhpiego

Software Development

- **Immersive Internship Training Program in Software Development** - Evangadi INC
- **Back-End Engineering Virtual Experience Program** - Forage
- **Front-End Software Engineering Job Simulation** - Forage
- **Android Developer Fundamentals** - Udacity
- **Programming Fundamentals** - Udacity

Business & Other

- **The Fundamentals of Digital Marketing** - Google Digital Garage
- **Project Management Essentials Certified** - Management and Strategy Institute
- **MS Office Certified Course** - TechView Team