

# KALEAB TADESSE

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## SUMMARY

ERP Support professional with a proven track record in enhancing operational efficiency through user training and technical troubleshooting at **BGI Ethiopia**. Demonstrates expertise in data management and problem resolution, ensuring seamless business operations. Previous experience as an intern at **Infomind Solution** honed skills in data entry, call management, and proficiency in Excel and Power BI. Customer Service Specialist role at **CCI** showcased exceptional customer support abilities, managing client interactions while adhering to privacy policies. Career goal: to leverage technical skills and customer service expertise to drive business success.

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## WORK EXPERIENCE

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|--|----------------------------|
| <b>ERP Support - BGI Ethiopia</b>  | <b>Mar 2025 - Present</b>  |
| <ul style="list-style-type: none"><li>• Provided user training and guidance on ERP system functionality to enhance operational efficiency.</li><li>• Diagnosed and resolved technical and functional issues within the ERP system, ensuring seamless business operations.</li><li>• Accurately input and managed data within the ERP system, maintaining integrity and optimizing workflow processes.</li></ul>                              |                            |
| <b>Customer Service Specialist -CCI Ethiopia</b>   | <b>Nov 2023 - Dec 2023</b> |
| <ul style="list-style-type: none"><li>• Provided exceptional customer support and assistance, ensuring prompt resolution of inquiries, issues, and complaints</li><li>• Oversaw a large number of client interactions, such as emails, live chats, and phone calls</li><li>• Respect company policies and procedures, such as those pertaining to privacy and data protection, and keep customer information strictly confidential</li></ul> |                            |
| <b>Graduate Trainee - Infomind Solution</b>  | <b>Aug 2024 - Dec 2024</b> |
| <ul style="list-style-type: none"><li>• As a graduate trainee, I have adeptly collected and carefully organized data, showcasing my proficiency in data entry</li><li>• I have also worked in call management which enhanced my communication skill. I also gained experience in Excel and Power BI</li></ul>  |                            |
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## EDUCATION

<b>Bachelor of Science in Computer Science</b>	<b>2023</b>
Unity University	

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## ADDITIONAL INFORMATION

- **Technical Skills:** Customer Support, Troubleshooting, Excel, Power BI, Power point, CSS, React, React Native.
- **Languages:** English, Amharic
- **Certifications:** Computer Maintenance and Networking, Basic Cisco Networking, Responsive web design, Front end web development, Learning Experience Designer
- **Awards:** 2nd Place Winner with my team – Learning Experience Design Competition  
Designed a user-friendly and engaging application for physiotherapy patients over a three-month competition, demonstrating expertise in UX/UI principles and educational gamification.

# የኢትዮጵያ ህዝባዊ ዩኒቨርሲቲ



The Senate of Addis Ababa University, by virtue of the powers vested in it by the Ministry of Education has hereby granted the Degree of

## Bachelor of Science

in Computer Science

with all honors, privileges and obligations

to KALEAB TADESSE AKILU

pertaining thereto and in witness thereof has authorized its issuance duly signed and sealed.

Issued in Addis Ababa on this Twenty First day of the month of July in the year

Two Thousand Twenty Three

የአካዳሚክ ምክትል ፊክሲቲቲ  
Academic Vice President

VERIFICATION NO. 42657

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ከትምህርት ሚኒስቴር በተሰጠው  
ሥልጣን መሠረት፤

## የአይንስ ባችለር ዲግሪ

ከምህንድስና ሳይንስ

ከሙሉ ከብሩ፤ ጥቅሙና ግዴታዎቹ ጋር

ቃለአብ ታደሰ አክሊሉ

ሰጥቷል።

ለዚህም ምስክር ይሆን ዘንድ የዩኒቨርሲቲውን ማህተም  
አትሞ ፈርሞባታል።

አዲስ አበባ ሐምሌ አስራ አራት ቀን

ሁለት ሺህ አስራ አምስት

ዓመተ ምህረት ተሰጠ።

ፊክሲቲቲ  
President







(0987373)



THE FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA  
MINISTRY OF EDUCATION  
NATIONAL EDUCATIONAL ASSESSMENT AND EXAMINATIONS  
AGENCY (NEAEA)

The Ethiopian General Secondary Education Certificate

This is to certify that KALEAB TADESSE AKILILU

has taken 9 (NINE) subject(s) in the 2017 (2009 E.C.)

Examination session and has earned the following grade(s) in 9 (NINE) subject(s)

Amharic	A	Biology	B
English	A	Civics	A
Maths	A	Geography	B
Physics	A	History	A
Chemistry	B		

By virtue of which, this certificate is awarded, with Very Great Distinction

Araya G. Eziabher Mehari  
DIRECTOR GENERAL



AUGUST 2017 (2009 E.C.)

Zerihun Duressa  
DEPUTY DIRECTOR GENERAL

Distinction	4 A's
Great Distinction	5 A's
Very Great Distinction	6 A's and above





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**THE FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA**  
**MINISTRY OF EDUCATION**  
**NATIONAL EDUCATIONAL ASSESSMENT AND EXAMINATIONS**  
**AGENCY (NEAEA)**

**The Ethiopian University Entrance Examination Certificate**

**KALEAB TADESSE AKLILU**

This is to certify that

has taken 7 (SEVEN) subject(s) in the 2019 (2011 E.C.)

Examination session and has earned the following score(s) in 7 (SEVEN) subject(s)

English	63
Maths (Natural)	31
Aptitude	56
Physics	34
Chemistry	40
Biology	52
Civics	80

**TOTAL 356**

**Araya G. Egziabher Mehari**  
**DIRECTOR GENERAL**



**Zerihun Duressa**  
**DEPUTY DIRECTOR GENERAL**

**JULY 2019 (HAMLE 2011 E.C.)**





1040162622

Reg. No: 1040162622

## **ADDIS ABABA CITY GOVERNMENT EDUCATION BUREAU**

### **Primary School Leaving Certificate Examination**

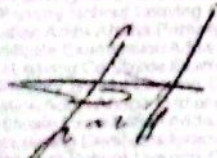
This is to certify that **KALEAB TADESSE AKLILU**  
has taken Primary School Leaving Certificate Examination (Grade 8) in the  
Examination year **2007 E.C. (2015)** in the **Arada**  
Sub City in **Jiva School**  
and earned the following scores:

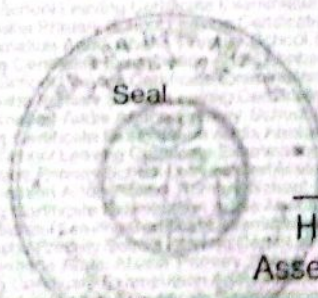
Amharic	46	Physics	36
English	41	Chemistry	34
Mathematics	32	Social Studies	39
Biology	34	Civics	52

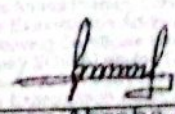
Average mark **65%**

Percentage **85.1**

Remark **Pass**

  
**Dilamo Otoro Perenje**  
Head, Addis Ababa  
Education Bureau



  
**Meressa Abreha Berhe**  
Head, Educational Research,  
Assessment and Test Development