

Segni Ashenafi Mamade

📅 October 28, 1994 ✉️ segnimamadee@gmail.com 📞 +2519300305 📍 Addis Ababa, Ethiopia

🔗 [segn-ashenafi](#)

Skilled network technician trained in hardware, software, and infrastructure, Maintains Network performance with good troubleshooting and repair abilities. Easygoing user trainer is successful at working with both technical and non-technical personnel.

Work Experience

Ethiotelecom

Customer Service Advisor

(January 10, 2018 - October 01, 2020)

- Answered inbound calls to handle various concerns, set appointments, and close sales.
- Built a trusting relationship with customers to better understand their needs.
- Answered customer questions about policies and procedures with a friendly and knowledgeable approach.
- Investigated and resolved customer concerns related to order inquiries and delivery tracking.
- Enhanced customer satisfaction with fast knowledgeable service.

Ethiotelecom

Network Technician

(October 02, 2020 - Present)

- Assessed network performance to identify system bottlenecks and improve workloads.
- Maintained network elements in peak condition through continuous network administration, network monitoring, and investigations focused on resolving anomalies.
- Configured hardware, including switches and routers for local areas.

Education

Wollega University

BSc degree in Electrical & Computer Engineering

(October 09, 2012 - June 29, 2017)

Admas University

MBA, Project Management

3.85

(October 12, 2019 - October 20, 2021)

Languages

English

Advanced

Amharic

Fluent

Afaan Oromoo

Fluent

Awards

Best performer of the year in the budget year of 2022/23

Ethiotelecom

Certifications

Electrical Building Installation

Satcom technology