Mesfin K. Metekia

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PROFESSIONAL LINKS

LinkedIn:
https://mesfin-kibret-1b44a9a0/

GitHub:
https://github.com/mesfinmetekia

Website:
https://mesfinmetekia.netlify.app

EDUCATION

Diploma of Enterprise Web and Mobile Applications Developer – Oct 2021, TriOS College of Business Technology Toronto

MA Degree on Sociology – June 2012, Indrah Ghandi National University, Delhi

TECHNICAL SKILLS

Proficient with MS Office Suite; Word, Excel, Power Point, SharePoint and Outlook

Programming Language: HTML5, CSS3, JavaScript, Kotlin, C#, Java, Python, MYSQL, Oracle, azure and DevOps.

Operating Systems: Windows, Linux

Project Management Tools: MS Project, Jira, ServiceNow, Zendesk

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PROFILE SUMMARY: A professional in customer support and ability to assist customers with a well-informed selection of suitable products and services. Customer focused and experienced in call centre and retail operations with the proven ability to work towards and consistently exceed targets.

- Exceptional interpersonal skills, with a focus on listening
- Extensive android, iOS and web-based applications support experience
- Ability to present ideas in user-friendly language to non-technical staff
- Understanding of agile methodology
- Experience deploying and maintaining applications in a multiplatform
- Experience with Salesforce, CRM and ERP tools

CARRER SUMMARY

Customer Support Specialist
Garda World Inc. Toronto: May 2022-Jan 2024
- Speak directly with customers via email, phone and chat to help them
- Maintains call centre database.
- Records accurate information for each request on log sheet
- Work within GitLab to log all customer requests for action
- Collect feedback from users, analyse competing products and share
- Utilize CRM tool daily to input new data

Application Support Associate
AMMC Inc. Toronto: Nov 2021-Apr 2022
- Brainstorms software solutions and assesses their effectiveness
- Identify software bugs and collaborate with Product team to resolve
- Providing on-call support through email, phone calls or live chat
- Maintaining records and writing reports
- Provide day-to-day support by utilizing Service Now ticketing system

Application Support Specialist
PRIMARY RESPONSE Inc. Toronto: Apr 2017-Oct 2021
- Handle incoming and outbound calls from customers/clients
- Assist caller(s) with filling out online applications
- Provide information about the products and services
- Troubleshoot and resolve product issues and concerns
- Document and update customer records based on interactions

Production Support Officer
Kifiya Financial Technology, Addis Ababa: Jun 2014- Jul 2016
- Provide support of incoming tickets, including extensive troubleshooting tasks
- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Report product malfunctions and Update databases
- Gather customer feedback and share

Database, Monitoring and Evaluation Specialist
Concern Worldwide, Addis Ababa, Ethiopia: Apr 2013- May 2014
- SQL Database upgrades by maintaining
- Assesses and support database performance
- Secures database by preparing access and control policies