

MENELIK ASFAW

Software Engineer | C++ | ITIL Certified

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SUMMARY

Technical Consultant with over 3 years of experience with Programming and Stakeholder Management skills

My variety is my strength. A progress-focused engineer with experience in AWS and software design, I offer a unique perspective to solutions engineering. My strength is my analytical skills and project management. I'm able to break down complex data to identify the correct solution, then develop a logical strategy to ensure the correct outcome is achieved. Motivated by progression, I'm constantly looking for the next opportunity to progress and develop my skills further.

EXPERIENCE

IT Business Partner

Governance Institute of Australia

08/2022 - Present Sydney, Australia

- Managed 2 projects, acceptance process, installation, deployment and sign-off with team of 2 with revenue of \$300k
- Supported 50 internal users whistle office move
- Used Microsoft system to audit documents and managed change requests then communicated changes to internal stakeholders which improved quality of delivery by 50%
- Optimized Power Automate flow to streamline the process of creating records by eliminating the need for staff to manually enter data in two separate systems, resulting in increased efficiency by 20%.

Technical Consultant

Oscillosoft Pty Ltd

2022 - 08/2022 Sydney, Australia

- Managed support for up to 5 offshore team members to consult through large scale projects that generated over \$300k in revenue
- Led communications across 3 clients to analyze business data and identify areas of improvement to reduce costs by 60%

Technical Analyst

Oscillosoft Pty Ltd

04/2020 Sydney, Australia

- Performed analysis and documentation on as-is capabilities for business processes to identify inefficient documentation and improve delivery time by 30%
- Gathered intelligence from team of 4 to understand needs and future growth strategy which increases growth by 30%
- Evaluated customer behavior data to understand where areas of improvement for quality and client satisfaction which increased quality by 20%
- Assisted in the development and testing of new business processes, capabilities, and supporting technologies to improve security reduced time by 30%
- Managed 5 projects, acceptance process, installation, deployment and sign-off with team of 4 with revenue of \$110k
- Supported 9 clients through customer service, and post-sales account management which generated over \$150K in revenue
- Developed deployment deliverables including internal and customer communications, and training materials for up to 50+ employees
- Used Google system to audit documents and managed change requests then communicated changes to 9 clients worth up to \$150K in revenue

STRENGTHS



Analytical

Led 3 clients to analyze their company needs and identify areas for saving opportunity which reduced costs by 60%.



Strategy and Growth

Used Zoho Analytics to gather data intelligence from team of 5 to identify areas of opportunity which increased growth by 30%



Clear Communication

Led over 10+ Clients on initial introductory workshops which converted 40% to projects.

SKILLS

Python	C++	Linux	Power BI	R	ETL	ITIL	Communications	Analytical	Zoho CRM
Zoho Creator	Process Improvement	Change Improvement	Zendesk	Zoho Desk	Jira	Confluence			
Zoho Analytics									

EDUCATION

Bachelor of Computer Science

Western Sydney University, Kingswood NSW

02/2017 - 11/2020

Masters of Computer Science

TU Darmstadt, Darmstadt. Hesse

2023

CERTIFICATION

ITIL Foundation Level

PeopleCert | Issued Apr 2022 · No Expiration Date | Credential ID GR671390467MA

Learning Data Analytics

LinkedIn | Issued Nov 2021 · No Expiration Date
Issued Nov 2021 · No Expiration Date
Credential ID AVVZ-V6uHdpxuD9TiSjfZCQlulN6Credential