




Robel Gulima

Date of birth: 22/09/1993


Nationality: Ethiopian

Gender: Male

CONTACT

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WORK EXPERIENCE

06/05/2019 – CURRENT – Addis Abeba, Ethiopia

Electrical engineer

Ethiopian Electric Utility

- Handle 100+ customer interaction per day, giving detailed, personalized, friendly, and polite service to ensure customer satisfaction.
- *Developed a system to optimize customer services.*
- Manage CRM systems and develop metrics to measure customer service success.

19/04/2018 – 18/02/2019 – Bishoftu, Ethiopia

Electromechanical engineering technician

ILLOCHROMA HAOWNENG PACKAGING PLC

machine installation of the factory.

operator in cutting and high speed offset printing machine.

2019 – CURRENT – Addis Abeba

Application developer

Independent

Design and build a customer service App.

- I currently published application that have more than 200 daily users and improve productivity of Ethiopia Electric Utility employees by 20%.

EDUCATION AND TRAINING

21/09/2012 – 01/06/2017 – Addis Ababa, Ethiopia

B.Sc. Degree in Electromechanical Engineering

Addis Ababa Science and Technology University

<http://www.aastu.edu.et/>

DIGITAL SKILLS

Web Programming : HTML, CSS, Javascript, React (frontend) / python, Flask, Node (Backend) / Mysql , Mongo , Firebase (Database) / Matlab / Autocad, Solidworks, Mastercam / Labview, Proteus, Arduino / PLC/Siemens / Microsoft Office Word Power Point Excel

Social Skills

Sociable, Understandable , Tolerable , Punctual and Accountable / Hard worker, Strong work ethics, Persistent , Intellectual integrity and competent

LANGUAGE SKILLS

MOTHER TONGUE(S): Amharic

OTHER LANGUAGE(S):

English

Listening
C1

Reading
C1

Spoken
production
B1

Spoken
interaction
B1

Writing
B1