




Robel Gulima

Date of birth: 22/09/1993


Nationality: Ethiopian

Gender: Male

CONTACT

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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/>

08/07/2021 – CURRENT – 100% online, Nairobi, Kenya

● **Full Stack Software Engineer**

ALX Software Engineering

www.alxafrica.com

Addis Ababa, Ethiopia

● **Certified Customer Service**

Ethiopian Managment Institute

WORK EXPERIENCE

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

● **Electrical engineer**

Ethiopian Electric Utility

- Ensuring that services are delivered in accordance with established objective.
- providing network system engineering support for different IT projects.
- involved in the resoulution of system, hardware, software & infrastructure problems.
- coordinating the activity of different teams and engineering staff.
- writing up accurate reports that can be understand by a non-technical audience.
- carrying out standard, complex and integrted software modifications and upgrades.
- Handle customer interaction giving detailed, personalized, friendly, and polite service to ensure customer satisfaction.
- Processing orders and transactions using CRM and SAP
- Resolving issues and troubleshooting technical problems.
- *Develop a system to optimize custmer services.*

2019 – CURRENT – Addis Abeba

● **Application developer**

Independent

Design and build a customer service App.

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

- shows place where the customer is calling and near by customer service center.
- fetch out all caller data within a second
- improve customer service employees average handle time.
- reduce the iteration of recording the same complaint.
- saves time and it keeps everyone on the same page, allowing for the best possible service to customers.

I currnety working on project for Ethiopian Electric Utility Human Resourse Department to automate a recruitment process.

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.

09/02/2016 – 07/07/2016 – Bishoftu, Ethiopia

INTERNSHIP

Bishoftu automotive industry

Responsibility:

- Maintenance of light vehicles.
- Attending the operations carried out in different sections.
- Preparing monthly report on what is done through training.
- Documenting one well written general report finally

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 / unix/Linux / Virtual Server, Virtual Machine

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
C2

Reading
C2

**Spoken
production**
B2

**Spoken
interaction**
B2

Writing
B2