



# Amanuel Tesfay

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## ABOUT ME

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I bring a mix of skills to the table, having worked in network administration, customer support, operational support, and currently as a software engineer. Starting out managing networks, I transitioned to customer support, refining my problem-solving abilities. Moving into operational support, I focused on process optimization. Now, as a software engineer, I contribute to creating and improving software solutions. My adaptable nature and commitment to learning make me a valuable asset in dynamic work environments.

## SKILLS & PROFICIENCIES

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- Problem-solving.
- Team working skills, Active listening
- Customer Service Skills.
- Communication
- Time management
- Proficient in using freshdesk and atlassian jira software

## CERTIFICATION & VOLUNTEER WORK

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### Full-stack developer

#### Evangadi Networks

2022

Online courses provided by Evangadi Networks covered HTML, CSS, Bootstrap, media-query, Javascript, Node.Js, React.Js, Mysql, Git, GitHub and express.Js with projects.

### Microsoft Talent Training Certificate

#### Gebeya Talent agency

2021

The online program provided by Microsoft company covered C#, JAVA, and DevOps and how to build an inbound marketing strategy.

### Volunteer Administrator

#### Zewditu Meshesha (philanthropist)

Collaborated with a team of 15+ volunteers to raise funds, and support kids who lost their parents.

## WORK HISTORY

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### Software Engineer

Paga payment

January 2023 to Present

- Assisting the development manager with all aspects of software design and coding.
- Attending and contributing to company development meetings.
- Learning the codebase and improving your coding skills.
- Writing and maintaining code.
- Working on minor bug fixes.
- Monitoring the technical performance of internal systems.
- Responding to requests from the development team.
- Gathering information from consumers about program functionality.
- Writing reports.
- Conducting development tests.

### Intern Software Engineer

Paga payment

August 2022 to Janury

- Developing applications (coding, programming)
- Debugging and testing code
- Documenting and testing new software applications
- Researching, investigating, and fixing a wide range of technical issues
- Collaborating with senior leaders
- Approaching problems and creating solutions
- Proactively learning about new technologies

### Operations Support (Customer Experience)

Paga payment

September 2021 to August 2022

- Ensure the delivery of excellent customer service when assisting customers and agents professionally and efficiently.
- Receive and respond to emails from customers and agents using applications like Freshdesk.
- Identifying and escalating priority issues to the appropriate quarters for assistance.

### Customer Support Specialist

Apposit

March 2019 to September 2021

- Responsible for taking control of and resolving complex and escalated customer-related issues.
- Manages testing communications for all project work assigned, and documents and manages project issues.
- Works closely with software developers and support teams to foster high customer satisfaction and generate profit.

## WORK HISTORY

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### Network administrator

Sheba University Collage

January 2019 to March 2019

- Maintaining existing software and hardware and upgrading any that have become obsolete.
- Monitoring computer networks and systems to identify how performance can be improved.
- working with IT support personnel.
- Identifying and solving any problems that arise with computer networks and systems.
- Consulting with clients to specify system requirements and design solutions. Budgeting for equipment and assembly costs.

## LANGUAGE & SOFTWARE SKILLS

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- Tigrinya: Native
- Amharic: Fluent
- English: Fluent
  
- OS Linux, Windows
- MS SQL, MongoDB, PostgreSQL, MySQL, Oracle
- HTML, CSS, Bootstrap, media-query
- Javascript, Node.Js, React.Js, express.Js,
- java, java Springboot, C#, C++, PHP
- Git-hub and Git.

## EDUCATIONAL BACKGROUND

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### Sheba University Collage

Ethiopia, Mekelle

Bachelor's Degree in Computer sciences,  
with GPA **3.06**

September 2014 - July 2018

### Ayder secondary and preparatory school

Ethiopia, Mekelle

Completed secondary and preparatory school

September 2011 - July 2014

## REFERENCES

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