

Abel Tesfaye

Engineer - Computer IT specialist

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 Addis Ababa, Ethiopia

COVER LETTER

Dear Hiring Manager,

I am thrilled to apply for the position at your esteemed organization where my diverse skill set and hands-on experience can be leveraged to excel in my job role. As a software engineer holding a Bachelor's degree in Software Engineering, I have developed my skills and knowledge to meet the demands and challenges of the industry.

My hardworking attitude and excellent attention to detail have helped me excel in my previous roles. With the ability to communicate effectively and work efficiently, I am up for any challenge that may come my way. With the understanding that success lies in the present and not the future, I always make sure that every task is completed with utmost care and consideration.

Possessing fluency in three languages including English, Tigrigna and Amharic, along with advanced knowledge in Mandarin, I am able to communicate and work well with people from different backgrounds. I am confident that my vast experience in the industry will prove to be invaluable in contributing to the growth and success of your organization.

I am a firm believer of discipline over motivation and look forward to working with a company that values the same. Thank you for considering my application. I am excited to start a new journey with you in striving to change the world together.

Sincerely,

[Eng. Abel Tesfaye]

AMT

PERSONAL

Name
Demissie Abel Tesfaye

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+2510910712550

Email
abeltesfaye821@gmail.com

Date of birth
02-03-1997

Place of birth
Addis Ababa

Gender
Male

Nationality
Ethiopian

Marital status
Single

Driving licence
A

Website
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LinkedIn
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INTERESTS

Volunteering, helping people, attending church, Reading

Languages

English ---Fluent

Tigrigna---Advanced

Mandarin--- Intermediate

Amharic---Fluent

DEMISSIE ABEL TESFAYE



ACHIEVEMENT

February 27 2010

Appreciation certificate for that participation of science fair for climate change



ACHIEVEMENTS

2017

volunteer certificate from Red Cross Dire Dawa city



EDUCATION AND QUALIFICATIONS



May 2014 - Oct 2014 **Certificate in Computer Maintenance And Networking**

Satcom institute of Technology, Addis Ababa

I'm always trying to improve myself in any moment I can

Nov 2014 - Aug 2017 **Diploma in Hardware and networking services**

Admas University of Technology, Addis Ababa

I have never failed any courses my entire 3 years and successfully passed my diploma

Sep 2017 - Jun 2021 **Bachelor of Science in Software Engineering**

Hubei University of Technology, Wuhan/china

I have completed by strictly following the country's and the university rules and regulations, I did not miss any class or courses in any circumstances, as my teacher told me I have completed this bachelor's degree without any problem



WORK EXPERIENCE

Aug. 2021 - Ongoing **IT Specialist**

TDGC, Addis Ababa

- Word processing
- Word processing is creating and manipulating text-based documents
- Spreadsheets
- Presentation software
- Computer networking
- Documented and maintained detailed records of support requests, escalations and actions taken. Scheduled and executed system-wide software installations and upgrades.
- Checked PCs and laptops to troubleshoot, trace and resolve customer issues.
- Set up computers, installed hardware and configured settings for customers.
- Verified hardware and software of new office employee workstations.
- Evaluated functionality and performance of software and hardware recommending improvements and solutions.
- Diagnosed program malfunctions, identifying root causes and implementing corrective solutions.



RESUME OBJECTIVE

- Seeking a challenging role in the Information Technology industry where my disciplined approach and unmatched work ethic can be put to use to drive growth and success.
- To secure a position in the realm of Information Technology that challenges me to continuously improve and utilize my extensive knowledge and never-give-up attitude.
- Looking for a position where I can grow as an Information Technology specialist while leveraging my ability to view mistakes as an opportunity to learn and improve.

Professional Summary

I am an expert in Hardware, networking, and software maintenance specialist. I have over 3 years of experience within the industry. My specialty is in hardware maintenance networking, application installation, and troubleshooting including Software Maintenance like Microsoft Office 2000.XP.2003.2007.2010.2011.2016.2019.2021. Microsoft Windows operating system XP, Vista, 7, 8, 10, 11, OS installations. Database, Computer Security And Software Implementation. Highly focused with expertise in technical diagnosis and troubleshooting. Facilitates productivity across departments through attentive and prompt technical service. Proficient in training end-users on new software and keeping hardware and software up-to-date.

Efficient and knowledgeable computer support team member accustomed to independently evaluating and solving a range of technical issues. Trained in software, hardware, and networking problems. Quickly troubleshoot concerns and diagnose root causes.

Acquired SKILLS

- Ability to turn around problems quickly on short notice.
- Exceptional eye for and attention to detail.
- Ability to take direction and work independently.
- Knowledge of email marketing and HTML formatting.
- System upgrades
- Project implementation
- Needs assessment
- Software implementation
- IT diagnostics
- Quality assurance
- Customer service
- Technical documentation
- User support
- Technical troubleshooting
- Troubleshooting
- Software installation
- Repair Hardware



Professional SKILLS

Maintenance	★ ★ ★ ★ ★
Networking	★ ★ ★ ★ ★
Microsoft Windows	★ ★ ★ ★ ★
OS installation	★ ★ ★ ★ ★
Database	★ ★ ★ ★ ★
Computer security	★ ★ ★ ★ ★
Software Implementation	★ ★ ★ ★ ★