# CURRICULUM VITAE

 **PERSENAL INFORMATION:**

 1 **Full name:** Abdu Mohammed Hamza

1. **Date of birth**: july 4, 1992 GC
2. **Gender** : Male
3. **Place of birth**: Addis Ababa, Ethiopia
4. **Marital status**: single
5. **Address: telephone** +251914350664
6. **Email**: allyourservice.net@gmail.com

Skilled Technologist with experience configuring computers, peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing.

Practiced troubleshooter with excellent diagnostics and repair abilities, strong attention to detail and methodical approach. Boost system performance by thoroughly evaluating and correcting different hardware and software issues.

Experienced IT Consultant with over 4 years of experience in **Unilever Ethiopia** In difference Town . Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

**Skill**

* **Application Support**
* **Staff education and training**
* **Data recovery**
* **TCP/IP**
* **Mac System**
* **Data Entry**
* **Technical Documents comprehension**
* **Software Diagnosis**
* **Customer Service Expert**
* **Desktop support**
* **Up selling**
* **Salesforce**
* **Incident management**
* **Scheduling and calendar management**
* **Practical management**
* **Brand building Strategies**
* **User Testing**
* **Documentation and Reporting**
* **Hardware evaluation**

**Work History**

* **IT Support Specialist(Nov -2016 to current)**
	+ **Servetech Ethiopia**
* Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
* Developed and tested new product offerings prior to release to assist development team in bug identification.
* Configured hardware, devices and software to set up work stations for employees.
* Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
* Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
* Engaged end users and answered questions via email, phone, website live chat and in forums.
* Removed malware, ransomware and other threats from laptops and desktop systems.
* Documented all transactions and support interactions in system for future reference and addition to knowledge base.
* Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
* Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
* Increased sales by educating prospects on benefits of products and services in comparison to competitors.
* Delivered technical sales presentations to prospects and presented benefits and value of insurance products.
* Helped streamline repair processes and update procedures for support action consistency.
* Patched software and installed new versions to eliminate security problems and protect data.
* Explained technical information in clear terms to non-technical individuals to promote better understanding.
* Collaborated with vendors to locate replacement components and resolve advanced problems.
* Removed and replaced malfunctioning components to correct hardware problems.
* Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

**Translation ,Approval and localization (jan- 2016 to oct 2016)**

* Listened to non-Amahric video dialogue and developed translation into target language to prepare subtitle scripts.
* Reviewed and edited Different document, agreements to promote efficiency and accuracy.
* Reviewed and approved different android application

**Education**

* **Bacheler Degree : computer science and information Technology (sep-2012 to jun-2016)**
	+ Addis Abeba Science and technology University
* **Certificate :ITIL Foundation (sep-2018 to jun 2019)**
	+ Simplilearn – online university
* **Certificate : EXCEL and SQL (sep-2018 to jun 2019)**

**Software**

* **SQL**
* **EXCEL**
* **ERP SYSTEM**
* **ALL WINDOWS OS**
* **MOBILE APPS**
* **SALES AND DISTRIBUTION SYSTEM**

**LANGUAGE**

* **Amahric**
* **English**