

Shewit Hiluf

Summary

Experienced Professional skilled in Technology Systems Management, IT Project Management, Application Support, Mobile Device Management, Troubleshooting, Customer Support, and Training. Strong interpersonal skills with a passion for emerging technologies and integration

SKILLS

- Microsoft Office Suite
- Troubleshooting & Diagnostics
- Networking & Security
- Disaster Recovery
- Application Software Testing
- ITSM
- Critical Thinking

EXPERIENCE

Ebomy General Training – Mekelle, Ethiopia – *Technical Lead*

September 2010 – February 2021

- Experience configuring, and repairing related IT hardware equipment (PC's, monitors, towers, tablets, iPhones, etc.)
- Coordinate and perform necessary calls to provide technical support on mainframe, PC hardware, software and all networking to locations, including but not limited to cleaning of all PC equipment and installing and upgrading new software
- Assist in the defining and obtaining of PC software and hardware, site preparation of PC acquisitions, and maintaining inventory of all IT equipment
- Trained and coached employees on technical best practices

EDUCATION

Sheba University – *Computer Science , BS*

August 2010, Mekelle, Ethiopia

- Technical ability in computers systems, hardware, and software
- Problem-solving, analytical, and teamwork skills
- Excellent communication skills
- Customer service skills (patience, empathy, listening, supportive)
- Responsible attitude that takes ownership of issues and proactively takes on challenges

Certifications

Comptia A+ - In progress