



## PROFILE

IT Officer with 1+ years of experience in the the finance and banking industry, specializing in system development, network configuration, cybersecurity, and data backup management. Proven ability to provide technical support, train staff, and manage core banking systems like Craft Silicon Bankers Realm. Currently enhancing expertise through a professional Google cybersecurity course. Seeking to leverage my skills and knowledge to contribute to the technological advancement and security of a forward-thinking organization.

### EDUCATION

#### Wolkite University

- Bachelor's Degree in Information Systems 2017 – 2021
- GPA : 3.09

### SKILLS

#### Technical Skills:

- Programming languages: Python, PHP, SQL, Java script
- Cybersecurity: Network Security and Vulnerability Assessment
- Networking: Router and Switch Configuration, Network Troubleshooting
- Software: Canva, CorelDraw, Adobe Photoshop, Illustrator
- Remote Support Tools: AnyDesk, TeamViewer

### CERTIFICATIONS

- Software Engineering with a Specialization in Backend from ALX
- Google Digital Marketing Professional Certificate from Google

### REFERENCES

- Name: Shoangizaw Chane
- Position: Chief IT Officer
- Phone number: +251-977-357-980
- Email: shoangizawt@gmail.com

### PROFESSIONAL EXPERIENCE

#### IT Officer

Dynamic Microfinance S.C. | 2023 - Present

- Developed and managed shareholder management systems to streamline shareholder interactions and data management.
- Configured servers, including implementing load balancers such as Nginx to optimize performance and reliability.
- Configured networking devices, including routers and switches, to ensure efficient and secure network operations.
- Produced video content and engaged in graphics design using software such as Canva, CorelDraw, Adobe Photoshop, and Illustrator to support internal and external communications.
- Delivered IT support through remote assistance tools like AnyDesk and TeamViewer to resolve software, network issues efficiently.

#### Key Achievements:

- Successfully deployed a shareholder management system that improved data accuracy and user satisfaction.
- Improved network stability and performance by optimizing the configuration of routers and switches.
- Resolved software issues promptly and effectively through remote support tools, improving response times and user satisfaction.
- Produced high-quality visual and video content using Canva, CorelDraw, Adobe Photoshop, and Illustrator, contributing to improved communication and branding.