MELAKE MIHIRET

IT SUPPORT | BANKING SYSTEMS | NETWORKING | CYBERSECURITY

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PROFILE

IT support professional with experience supporting banking systems, end users, workstations, and network infrastructure. Skilled in troubleshooting hardware, software, and connectivity issues; configuring routers and switches; maintaining systems; and supporting Finacle EOD/BOD workflows. Computer Science graduate with additional training in networking and cybersecurity.

CORE EXPERTISE

IT support and troubleshooting	**Network administration and device configuration**	**Core banking operations (Finacle EOD/BOD)**	**Cybersecurity and system maintenance**

PROFESSIONAL EXPERIENCE

Junior IT Officer

MARCH 2026 - PRESENT

Bunna Bank, Addis Ababa

- Provide end-user support and resolve hardware, software, and network issues.
- Manage Finacle EOD/BOD workflows and user accounts; install, configure, and maintain banking systems.
- Collaborate with the IT team to improve system efficiency and reduce downtime.

IT Support and Lab Technician

APRIL 2024 - MARCH 2026

- Maintained and troubleshot hardware and software; configured routers and switches and monitored network performance.
- Implemented security measures, provided user support, managed backups and updates, and documented solutions.

Program Coordinator

SEPTEMBER 2023 - APRIL 2024

- Scheduled classes and coordinated program activities, credit-hour and payment processes, and class logistics.

Junior IT Support Intern

AUGUST 2022 - NOVEMBER 2022

- Supported end users, resolved hardware/software/network issues, installed equipment, and performed routine system maintenance.

EDUCATION & ACHIEVEMENTS

BSc in Computer Science | Woldia University | 2019 - 2023

GPA: 3.77 | Ethiopian National Exit Examination: 76% | Recognition for excellent final project paper.

CERTIFICATES & PROFESSIONAL LEARNING

CCNA: Introduction to Networks | Cisco
CCNA: Switching, Routing, and Wireless Essentials | Cisco
CCNA: Enterprise Networking, Security, and Automation | Cisco
Networking Basics | Cisco
Networking Devices and Initial Configuration | Cisco
Network Addressing and Basic Troubleshooting | Cisco
Introduction to Data Science | Cisco - expired Nov 2024
Artificial Intelligence Fundamentals | IBM
HCIA-Datacom v1.0 | Huawei
Introduction to the Threat Landscape 3.0 | Fortinet
Getting Started in Cybersecurity 3.0 | Fortinet
CGSA-CCTV: Certified General Security Associate | Hikvision
Cybersecurity Fundamentals | Palo Alto Networks

TECHNICAL SKILLS

Systems	Windows, Unix
Networking	Network-device installation and configuration; routers and switches
Databases	SQL, Firebase
Web	React, HTML, CSS
Tools	Git, VS Code, Postman, Microsoft Word, Excel, PowerPoint, Publisher
Methods	Agile and Waterfall fundamentals

LANGUAGES

Amharic - Proficient | English - Proficient