

HELEN WELDU

MOBILE MONEY PROFESSIONAL

PROFILE

I am a qualified and professional technical person in mobile money with five years of experience in third party integration, system administration, product management and other technical skills. Strong creative and analytical skills. Team player with an eye for detail.



CONTACT

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SKILLS

- java script
- Python
- Linux system administration
- Problem-Solving
- Computer Literacy
- Strong Communication

EDUCATION

BSc in Electrical and computer engineering communication stream

Mekelle University College Of Institute Technology

CERTIFICATES

- Technical support fundamental (Coursera)
- The Bits and Bytes of Computer Networking (Coursera)
- Huawei HCIA mobile money system operation and system maintenance
- Euler OS operating system
- Mobile money system service administration
- Introduction to programming with python fluency (Udacity)
- Data analysis and Visualization fluency (Udacity)

EXPERIENCE

MOBILE MONEY IT, TECHNICAL SUPPORT

COMMERCIAL BANK OF ETHIOPIA

28 June 2019 - 02 Jan 2023

- configure and test different integrations with third parties
- Troubleshoot issues and analyze log files.
- Configure services, charge & commission based on business team request.
- Ensure the availability of the mobile money system services
- support for all countenance of CBE mobile money solution
- Mobile money system monitoring and maintenance
- Prepare SQL scripts for different reports.
- Monitor Mobile Money solution via I2000
- Raise & follow tickets, work closely with vendors to troubleshoot product and system issues .
- Troubleshoot alarm & maintain the system
- Provide expertise level support for customers and internal stakeholders.

DIGITAL FINANCIAL SERVICE, M-PESA OPERATION SPECIALIST

SAFARICOM TELECOMMUNICATION ETHIOPIA

02 jan 2023 - present

- supporting M-PESA users when they face issue, Check network connectivity, Verify account balance, Confirm recipient details, Assistance with transactions
- Testing and following up new developed systems
- Automation of any manual processes and definition and adherence to all set services level agreements (SLAs).
- Checking and testing system when there is changes and downtime issues
- Documentation and review of M-PESA Enterprise Support Processed.