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Dubai DU

[Bold Profile](#)

EDUCATION

Bachelor of Science,
Computer Engineering
Bahir Dar University , Bahir
Dar, Ethiopia
July 2023

LANGUAGES

English
Upper intermediate (B2)

ANDUALEM EJIGU

PROFESSIONAL SUMMARY

Driven IT Support and Sales Representative with a proven track record at Bistrate Gebriel International School, enhancing customer satisfaction and streamlining IT processes. Skilled in relationship building and leveraging technology skills to solve complex problems. Excelled in expanding customer base and increasing sales revenue through effective communication and market knowledge.

WORK HISTORY

October 2023 - July 2024

Bistrate Gebriel International School - IT Support , Addis Ababa, Ethiopia
(Remote)

- Facilitated seamless communication between students, faculty, and IT support staff, ensuring prompt resolution of technical concerns.
- Streamlined IT support processes by establishing efficient ticketing systems and prioritizing critical issues effectively.

July 2023 - July 2024

Lafto Mall - Sales Representative, Addis Ababa, Ethiopia

- Enhanced client satisfaction by addressing concerns promptly and providing exceptional service.
- Generated additional sales opportunities with upselling and cross-selling techniques.
- Expanded customer base through cold calling, networking, and relationship building.
- Increased sales revenue by identifying and targeting high-potential accounts.

SKILLS

Soft Skills

- Active Listening
- Problem-Solving
- Product Knowledge
- Sales Methodology

1. Communication

3. Relationship Building

Hard Skills

- Market Knowledge
- Technology Skills

CERTIFICATIONS

- Mobile Application Development(react Native) , ICT4D Research Center - April 8- June 8, 2023