GEBRETNSAE GEBREMESKEL SIBHATU

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Professional Summary

An inspired, innovative, multi-disciplined, Quick learner, solution oriented, **AWS Cloud Practitioner Essentials** (Certificate), **Oracle Cloud Infrastructure Certified Foundations Associate**, telecommunication experienced in Mobile money (telebirr) integration, IT Operational Support System, deliver In-House Solutions, web developer, Network Operational Support System, OSS Trainer with all my work ethic, friendly personality, effectively liaising with colleagues, concern about quality and ability to work well under pressure.

Professional experience

o **telebirr integration Specialist** (09 Oct 2024 until now), telebirr solution, Addiss A.A, Ethiopia

- A role of ensuring the seamless collaboration between mobile money systems and various third-party platforms using different APIs.
- Provide & support API credentials to the third-party developers as per the mobile payment gateway model requirements for supper-App and Wallet integrtions
- H5 and Mini-App integration with supper App using HTML5 technology
- H5 C2B, B2Cand B2B Web Payment integrations
- A subscription Payment API (Direct Mandate or schedule payment integration)
- InApp SDK Integration and fulfilling the below steps for all integration types of various APIs:
  Apply Fabric Token, Apply Token, Request Create Order, Query Order, Notify (Callback), and lead to CJT until the integration deployed and live.
- Provide error solutions, support third-party / Ethiotelecom Partner developers while integrate their systems with telebirr payment gatewy.
- Prepare documents for operation team how to troubleshooting after the integration is live
- Development of digital products consumed by various channels
- Ensuring all projects are delivered on time as agreed upon by various stakeholders (ethiotelecom mobile money, third-party and Huawei-vendor)
- Support ET (third-party) partners and developers end-to-end integration process.
- Debugging and troubleshooting logs during integrations and provide solutions according to the Docker Workflows (process of containerizing an application using Docker).
- NSLB Configuring (e.g. for biller & USSD Push wallet integrations)
- Provide support during service deployments and support when on-call, financial solutions which includes telebirr and integrations
- JSON Schema to define the structure of request and response bodies in OpenAPI
- SOAP and WSDL (Web Services Description Language) to describe web services
- Provide API functions and integration Demos of different languages like:
  Macle (similar with Vue), PHP, C#, Java, Python, JS as per the third-party system integration request.

- Over All experience of working in digital finance (Fintech) technology

- **IT Operation Specialist** (25 Aug 2022 to 08 Oct 2024), IT-Service BO, **Ethio telecom** A.A, Ethiopia.
  - Manage, fulfill and support all requests (of internal customer) escalated from IT service desk using Service Manager Console
  - Resolving incoming internal customer and stakeholders of IT requests remotely via email & phone, and at office as per the business feasibility.
  - Prioritizing and resolving IT concerns and escalating serious issues to vendor
  - Administrating, configuring, troubleshooting and optimizing IT & Network systems, servers, and applications (like FMS, TTS & UNMS).
  - Managing, controlling and maintaining IT operations are working efficiently and effectively in line with in the company business needs.
  - Managing order management and performing the provisioning task flow of CRM to/from OSS systems
  - Drive implementation of OSS solutions and integration to network elements
  - Managing proactive maintenance and monitoring of Network & IT applications
  - Troubleshooting incidents & technical issues, fix code bugs, and set up the required infrastructure.
  - Develop tools & Scripts to automate manual works and supporting internal employee in IT operations
  - Cooperating with vendor (ZTE) projects (i.e. OSS) and testing the implantation as per the business requirements
  - Administrating IT application accounts, privileges, availability and securities
  - Managing and performing technical activities of the internal applications, unified communication systems and related corporate services

- **In-house Solution Development Specialist** (08 Jan 2021 to 24 Aug 2022), **Ethio telecom** Addis Ababa, Ethiopia.
  - Propose and recommend solutions and strategies to business challenges
  - Designing, enhancing, innovating & provide best solutions and support end users
  - Gather, elicit, classify, analyze and document business requirements as per set standards.
  - Create high-level solution designs to meet business requirements by exploiting the functionality available in Network & IT systems of the company.
  - Find creative ways of problem solving; provide best solutions by filling missing gaps with appropriate new systems and software.
  - Lead & empower a project team to deliver the project needs and expectations by ensuring business intent requirements.
  - Collaboratively as well as individually, develop test-driven business requirements and functional specifications with business, technical, and in-house solutions DEVOP team members.
  - Propose participate in technical/functional evaluation of proposals for new systems.
  - Generate process documentation that clarifies and validates how ethiotelecom utilizes business systems to meet business requirements and implement the best solutions.
  - Communicate with domain/ departments /sections starting from the requirement analysis to implementation phase of the projects as well as following up for support technical related tasks of stakeholders and end users.

- Enhance and innovate to improve delivered products and services especially in the company's network domain services and to explore new technologies and their applications to the enterprise space.
- Solution network design, deployment, configuration, installations, data integrations, and end-to-end support
- Provide (before & after) solutions, developing web applications and automate the existing manual works of the entire network domain services of the company.

o **Network Resource Management System Specialist** (04 aug. 2017 to 07 Jan. 2021) **Ethio Telecom** Addis Ababa, Ethiopia. Under the following job duties:
- Manage & Activate End to End customer order systems OSS (SMS, RMS, TT, EMS) and manage all these systems to operate End-to-End operational work follows.
- Manage & Configured Network Elements like MSAG, MSAN, and DSLAM in the OSS
- Manage the fixed network services resources to have an efficient and effective data in the Resource Management system (RMS) using different tools & systems. i.e. RMS with numerous features of it like **IM** (Inventory Management) integrated with UNMS & Service Management System (SMS) for provisioning functions, Network Management System (NMS), U200 for Huawei MSAN Management, Oracle DB scripts & PL/SQL developer, FTP for EMS Management, SOAP (Using XML file), and MS products (like spreadsheet) to manage the network resources of the company.
- Solving problems occurred in the OSS system for customer service fulfillment
- Prepare & Give trainings, support technical stake-holders (Technical staff of Fixed Line O&M, FAN copper and FAN IP) of all zonal and regional stake holders of the company (Ethiotelecom)
- End to end provisioning and inventory management system support.

o **Contact Center Advisor** at **Ethio Telecom** Addis Ababa, Ethiopia (21 july 2014 to 03 Jan 2017)
- End-to-End Customer Supporting, operating, advising, and serving Ethiotelecom customers and providing Solutions for the requested questions using the contact center System (NGNSS, IPCC and ZSmart-CRM system) and 994 free call number under the customer Service
- Resolve customer trouble ticket issues, and manage voucher cards.

o **Expert of ICT Maintenance and Counseling service** at civil service mekelle, Ethiopia (30 May 2013 to 08 july 2014 for One year and Two months)
- Maintain ICT equipment & other office machines, advice & empower colleague to emerge IT, and Business insight with ICT awareness
- Afford IT related trainings and awareness, providing training manuals & clear instructions, digital transforming & feel the staff confident in IT technologies

o **Fundamentals of Computer (Part-time) trainer** at Libanos IT College mekelle, Ethiopia (14 Sept. 2012 to 21 April 2013)
- Part-time Teaching Computer basics to the college students

Special Achievements and Initiative Projects:

o **Project Management system (PMS)** (2024) - https://pms.ethiotelecom.et/

o **Ecommerce Platform (https://etdemy.com)**

o **NAR (Network Availability Rate) Dashboard:** We **(In-House development Team)** Developed a NAR Dashboard initiative project for efficient performance and service analysis, Monitoring and managing the network service. (Using Django, Python, and Postgresql DB)

- **ET-Quality Speedtest web based system:** My initiative to this project was to measure the connection speed and quality of the connected device to the internet.

- **Network Change Dashboard Management system:** Is my initiative of a network (NW) change management system to add records of NW change of requests and approval integrated with **Grafana** the open source analytics and monitoring platform. (Using Larvel, PHP and MSSQL DB)

- **Automate excel dashboard summary of backlog Trouble Ticket (TT) orders** from vendor system – to make easily monitor & control, manage and follow-up the TT Backlogs and minimize time it takes of the existing manual work to process

- **One &Two-way blocked reactivation Tool** in HTML Script (2016) when I was as a contact center advisor, Ethiotelecom, Ethiopia

  This tool used to reactivate **blocked** fixed line services on the specific time that are not working.

Education

BSc. Degree in Computer Science (Sept. 2008(9)-June 2012), Arba Minch University, Arba Minch, Ethiopia

Training courses and AWARDED certificate:

Certificates:

- AWS Cloud Practitioner Essentials (Training & Certificate)

- Oracle Cloud Infrastructure Certified Foundations Associate - Validates deep understanding of cloud computing services to spin up infrastructure and provides a competitive edge

- FusionSphere 6.X Deployment and Management (Server Virtualization &Cloud Computing) - (Certificate from Huawei ethiotelecom Vendor)

- Scientific Computing and Python for Data Science (from Quant University-Online)

- Machine Learning and Statistical Analysis (from Quant University-Online)

- Taishan Server and Management (from Huawei ethiotelecom vender Certificate of completion) - (from Huawei ethiotelecom Vendor)

- OSS Advanced Operation & Maintenance Training on RMS (Resource management System)

- OSS Advanced Operation & Maintenance Training on SMS (Service Management System)

- Foundation of IT (Certificate of completion- from Maryland Global Training Center and Telecom excellency Academy-Online)

- 22M000OTC010 TExA Online Course Cooperation-HUAWEI **GSM, UMTS** and **LTE RAN product Training**

- 22M000OTC010 TExA Online Course **Cooperation-Data Center Management**

- Information Security (Certificate of completion TExA online)

- Intelligent Network-Level **B** (from ZTE University)

- ZXC10-3GCN Level **B** (from ZTE University)
- Level **C** of CDMA (from ZTE University)
- Duolingo English Test – proficient

Project and Research:

Final year project:

- Logistics Management System development for Rama construction plc. Arba Minch Branch in C# ASP.NET (2012).

Mini projects:

1. Bank transaction system for commercial bank of Ethiopia Arba Minch university branch (2010)
2. Video rental system (2011).
3. Café Management system (using asp.net C#)

Skills Profile

- **Hardware Installation experience:** Hands-on hardware troubleshooting experience
    - ✓ Memory and Network cards, Optical Drive and Hard disks
    - ✓ Ability to operate tools, components, and peripheral accessories.

- **Software Installation and deployment:** Application and System software
    - ✓ Operating System (windows and Linux (Ubuntu, Kali))
    - ✓ Cloud computing and virtualization environment
    - ✓ Cloud OS (Openstack)
    - ✓ Application software & frameworks experienced in:
        Languages: Python, C#, PHP, Java, HTML, CSS, JS, XML (in SOAP), C, C++, SQL, SQLplus developer, and other
        Frontend: React, bootstrap, Vue.js and Node.JS (also can be backend)
        Backend: Laravel, Django, NodeJS, Firebase, Flask, and Experience in CMS like WP
        Tools & Editors: Eclipse, PyCharm, MS Visual Studio, VS Code, SecureCRT, Jupyter Notebook and others.
        Databases: SQL & NoSQL, Oracle, MySQL, MSSQL, Maria DB, PostgreSQL, MongoDB, HBase, InfluxDB, Prometheus, and other
        Scripts: (SQL, HTML, Bash and PHP5)
        Command: AIX & Linux shell scripts, Bash (GIT)
        AI concepts: natural language processing (NLP) and NLU

Studying and Working on Points

o Virtualizations and Cloud computing platforms as of my trainings and certificates (VBox environments, Cloud (SaaS, PaaS and IaaS)
o Managing Database systems and control network resources
o Managing Network Resource Management Systems in OSS
o Analyzing existing systems problem and developing best solutions in current work organization
o Develop and hosting Applications, Websites & niche
o AWS
o Docker the Virtual Machine Platform & Container
o Adapting Network architecture & environment
o Grafana - An open-source tool for running analytics & monitoring systems
o Effectively liaising with clients and working effectively as part of a team

Language to speak:

o English – Proficient with test results
o Amharic – Native Speaker
o Tigrigna – Native Speaker