NATNAEL ABRHA

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EDUCATION

Eritrean Institute of Technology (EIT)

- Bachelor of Library & Information Science (2013)

Institute of Religious studies (IRS)

- Diploma in Business Management (2015)

Data Camp

- Certificate in data Analytics R (2020)

Google

IT Support Professional Certificate (2021)

- Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on lab

TECHNICAL SKILLS

MS Suite • Data Analytics • R • PHP • HTML • Information Technology • Data Entry • Spreadsheets • IT Support

COMMUNICATION SKILLS

- Developed strong personal skills in cooking in fast paced environments such as Aramark and Metro by offering customers the best possible experience, thus enhancing professionalism, courtesy, and patience.
- Mentored and motivated new Eritrean immigrant students as a member of the Eritrean Youth Initiative. Organized events and handled administrative work realizing an end goal of establishing students' program in high schools, colleges, and universities.

EXPERIENCE

TD Place
Customer Service Representative   **Sep 2021**

- Responsible for addressing customer needs and ensuring they have a positive experience.
- Gained superb sales experience on huge events with thousands of clients/attendees.
- Take the extra mile to engage customers.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

Aramark – Ottawa, ON
supervisor   **Sep 2017- Sep 2021**

- Responsible for day-to-day operations including cooking, baking, scheduling, inventory management, crew training, quality control of all foods and equipment management.
- Evaluated all food requirements and maintained high standard level and quality.
- Maintained professional interaction with customers as well as employees.

Alpha Network Company - Cairo, Egypt   **Jan 2016 – June 2017**
  IT Customer Support Coordinator

- Provide support to users on all approved computer application and hardware.
- Communicate with users and staff on problems, resolutions, e.t.c.
- Maintain ongoing technical expertise on computer products.
- Perform problem determination and resolution of all aspects. Including dictation, RIS and PACS systems, as well as procedural problems.

Ministry Of Education- Asmara, Eritrea

Library Data base Administration   **Aug 2013 - Apr 2015**

- responsible for managing computer systems that store and organize data. duties include creating and maintaining a relationship with customers, securing data, and identifying areas for improvement with the infrastructure.
- Installing and upgrading the database server and application tools.
- Modifying the database structure using information provided by application developers.
- Creating user profiles, and ensuring system security by careful allocation of user permissions.