



Matthias Abddisa

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Gender: Male **Date of birth:** 05/10/2000 **Nationality:** Ethiopian

ABOUT ME

I am a dedicated IT professional with a strong foundation in system administration, cybersecurity, and full-stack web development. With hands-on experience as an IT Director and IT Associate, I specialize in optimizing IT systems, ensuring robust security, and delivering tailored technical solutions that drive organizational success. My passion for technology is matched by my commitment to continuous learning, enabling me to adapt to emerging trends and solve complex challenges. Whether developing user-friendly websites, enhancing cybersecurity frameworks, or supporting diverse teams, I bring innovation, reliability, and a results-oriented approach to every project.

EDUCATION AND TRAINING

[25/09/2018 – 14/07/2022]

Bachelor of Science in Computer Science (B.Sc.)

Debre Tabor University <https://dtu.edu.et>

City: Debre Tabor | **Country:** Ethiopia | **Level in EQF:** EQF level 6

WORK EXPERIENCE

[13/11/2023 – Current]

IT Director

AZZ Digital Media

City: Addis Ababa | **Country:** Ethiopia

- Collaborated with the IT team to drive innovation and implement effective technology solutions.
- Supported the development and maintenance of IT systems to ensure optimal performance and security.
- Contributed to strategic planning and project management to align IT initiatives with business goals.
- Assisted in monitoring cybersecurity measures and resolving technical challenges.
- Gained experience in balancing operational oversight with innovation-focused projects.

[13/11/2023 – Current]

IT Associate

AVIET LTD

Country: Ethiopia

- Provided technical support and troubleshooting for hardware, software, and network issues, ensuring smooth day-to-day operations.
- Assisted in setting up and configuring hardware, including desktops, laptops, printers, and network devices.
- Performed routine updates and maintenance of systems and software to maintain optimal performance and security.
- Supported the installation and management of servers, including patching, monitoring, and backup operations.

- Ensured the efficient functioning of local and wide area networks (LAN/WAN) by managing configurations and resolving connectivity issues.
- Implemented security measures, such as antivirus and firewall configurations, to protect organizational assets.
- Collaborated with the IT team to document and improve IT processes and procedures for enhanced operational efficiency.
- Provided guidance and support to staff on using IT systems effectively, fostering a productive work environment.
- Managed IT inventory, including procuring and maintaining stock of IT equipment for operational readiness.
- Ensured adherence to organizational IT policies and standards, maintaining compliance with security and operational guidelines.

[10/07/2021 – 05/09/2021]

Web developer (Internship)

City: Debre Markos | **Country:** Ethiopia

- Designed and implemented user-friendly web interfaces using **HTML**, **CSS**, and **JavaScript**, ensuring responsive and visually appealing designs.
- Developed and maintained back-end functionality using **PHP** to handle server-side processes and database interactions.
- Created and optimized **MySQL** database structures to ensure efficient data storage and retrieval.
- Debugged and resolved front-end and back-end issues to maintain seamless user experiences and functionality.
- Integrated dynamic features, such as form validation and data processing, using JavaScript and PHP.
- Conducted testing and debugging of websites to identify and resolve issues, improving overall stability and functionality.

DIGITAL SKILLS

My Digital Skills

Basic Digital Skills

Use of communication programs (Mail, Google Meet, Zoom, Skype) Use of Email (Yahoo Mail, Gmail) | Browsing the Internet (experienced) | Computer literacy(Microsoft Word,Excel,Office,Powerpoint,Outlook,Adobe Photoshop)

Advanced Digital Skills

Programming and Development | Cybersecurity | Data Analytics | IT and Networking

Creative and Multimedia Skills

Graphic Design | Video Editing

Digital Marketing

Social Media Management | Email Marketing | Search Engine Optimization

PROJECTS

Cybersecurity Enhancement

Spearheaded the implementation of advanced threat detection systems, leveraging tools such as **WAZUH**, **Elasticsearch**, and **Kibana** on **Debian**. Successfully enhanced the organization's cybersecurity posture by reducing the risk of data breaches and cyberattacks through proactive monitoring and incident response measures.

Full-Stack Web Application Development

Designed and developed a full-stack web application utilizing technologies such as **HTML**, **CSS**, **JavaScript**, **Bootstrap**, **PHP**, and **MySQL**, delivering a secure platform to enhance customer interaction and optimize business workflows. Additionally, created and launched over **five WordPress websites**, showcasing expertise in building dynamic, user-friendly, and responsive web solutions tailored to meet diverse client needs.

Helpdesk Support System Optimization

- Implemented an improved helpdesk ticketing system to manage and prioritize user support requests efficiently.
- Reduced average resolution time by 30% through enhanced workflows and effective escalation protocols.
- Provided Level 1 to Level 3 technical support, ensuring minimal disruption to daily operations and maintaining high user satisfaction rates.

COMMUNICATION AND INTERPERSONAL SKILLS

Active Listening

I am an active listener who ensures that others feel heard and understood. I pay full attention to what is being said, ask clarifying questions when needed, and provide thoughtful responses, fostering open and effective communication.

Strong Verbal Communicator

I excel at conveying ideas and information clearly and confidently. I adapt my tone and language to suit my audience, ensuring that my messages are not only understood but also engaging and impactful.

Empathy

I have a strong sense of empathy, which enables me to connect with others and understand their perspectives. I create a supportive and inclusive environment by valuing others' emotions and experiences, fostering collaboration and mutual respect.

Skilled in Conflict Resolution

I handle conflicts professionally by maintaining a calm and solution-oriented approach. I excel at facilitating open discussions, finding common ground, and building consensus to resolve disagreements and maintain positive relationships.

LANGUAGE SKILLS

Mother tongue(s): Amharic

Other language(s):

English

LISTENING B2 READING C2 WRITING C1

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user