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24 | male

Addis Ababa, Addis Ababa

Skills

perform ICT troubleshooting |

intermediate

ICT networking hardware |

advanced

Complex Problem Solving |

intermediate

implement front-end website design

| intermediate

database management systems

| intermediate

computer programming |

intermediate

Technology Skills

Ubuntu

PHP

MySQL

Graphical user interface GUI design software

Languages

English | conversational


Amharic | fluent

Nathnael Mengistu

Motivated Computer Science graduate seeking entry-level opportunities in IT Support, UI/UX Design, or Junior Software Development roles. I have foundational knowledge in computer systems, programming concepts, database systems, and basic web technologies. I also have hands-on experience in customer support, which strengthened my communication, problem-solving, and teamwork skills. I am eager to contribute in a dynamic technical environment and grow my skills through practical experience in both development and design fields. Portfolio: <https://natable90-cpu.github.io/nathnael-portfolio/>

Education

St. Mary's University 2021 - 2025

3rd Degree and Above | Computer science
GPA : 2.65 

I earned a Bachelor's degree in Computer Science from St. Mary's University. During my studies, I gained knowledge in programming, database systems, networking, and operating systems. The program strengthened my analytical thinking and problem-solving skills while helping me understand how computer systems and software applications work.

Work Experience

Call Center Operator

CCI ETHIOPIA

Oct 2025 - Jan 2026 | contract | Addis Ababa

I worked as a Call Center Representative at CCI Ethiopia supporting customers of Belk. I handled customer inquiries, order tracking, billing, and issue resolution. I used tools such as Salesforce, Gladly, and Manhattan Associates Order Management System to manage requests efficiently, ensure accuracy, and deliver quality customer service.

Internship

Ethiopian Ministry Of Revenues

Jul 2024 - Aug 2024 | internship | Addis Ababa

During my IT internship, I assisted with IT support tasks including hardware and software troubleshooting, OS installation and configuration (Windows and Ubuntu), system setup, and basic networking such as LAN setup and connectivity checks. I also helped staff solve technical issues and gained hands-on experience in IT support, networking, and system maintenance.

Trainings

Hardware, software maintenance and networking

SATCOM Institute of Technology


Feb 2026 - May 2026 | Addis Ababa

| other

SATCOM: IT Infrastructure & Support
Hardware: Diagnostics, repair, and maintenance of system components.
Software: OS installation (Windows/Ubuntu), troubleshooting, and optimization.
Networking: LAN setup, cabling, and router/switch configuration.

Learning Experience Design (LXD) Training


Dereja Academy

Apr 2025 - Jul 2025 Addis Ababa | other 

I completed the Learning Experience Design (LXD) program at Dereja Academy, where I learned user-centered design, digital learning tools, and creating engaging learning experiences. I used tools such as Figma to design simple UI/UX prototypes. The training improved my creativity, critical thinking, problem-solving skills, and ability to design user-focused digital solutions.

Projects

Gasha Microfinance Learning Prototype

May 2025 - Jul 2025 | 

Gasha Microfinance Learning Prototype A high-fidelity interface designed for seamless financial literacy. Features include interactive modules, a real-time progress dashboard, and a "three-click" navigation system for maximum efficiency. Built with a focus on accessibility, the UI uses a clean visual hierarchy to reduce cognitive load, making complex financial concepts easy to navigate and master

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