

YOHANNES YIFRU

SALES ASSOCIATE/IT HELP DESK

CONTACTS

📍 JVC, AKA Residence,
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United Arab Emirates

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EDUCATION

HIGH SCHOOL DIPLOMA

*Magic Carpet School,
Addis Ababa, Ethiopia*
2010

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

*Aksum University, Axum,
Ethiopia*
2014

PERSONAL DETAILS

Date Of Birth

10 Jul 1992

Nationality

Ethiopian

Visa Status

Tourist

Marital Status

Single

ABOUT ME

Experienced in diverse operational roles, adept at providing exceptional customer service, managing payments, and ensuring smooth front desk operations. Proven track record in handling customer inquiries and complaints, maintaining store organization, and enhancing service quality.

WORK EXPERIENCE

SALES ASSOCIATE

*Makeda Printing Systems Sales And Repair
Services, Addis Ababa*

JAN - 2015

APR - 2016

- Assisted with customer inquiries and provided information on services.
- Managed front desk operations and handled customer complaints.
- Maintain store organization and cleanliness including merchandising display.

PAYMENT GATEWAY OPERATIONS AND QUALITY ASSURANCE

*FLOCASH, Delaphone Technologies, Addis
Ababa*

MAY - 2016

AUG - 2022

- **Operational Support:** Managed booking and payment initiation, set up approval processes, tracked funds, addressed payment failures, and reconciled transactions with bank statements.
- **Quality Assurance:** Developed detailed test cases for manual software and API testing, collaborated with teams to evaluate software features and needs, addressed software defects and recurring issues, and created automated test scripts. Trained team members on QA standards and procedures.
- **Technical Support:** Assisted team members and clients via various channels to resolve system and software issues, installed company software, addressed security updates, documented system bugs and solutions, and provided clear operating instructions.