

Solomon Aemiro Bizuneh

IT SUPPORT | TECHNICAL SUPPORT | HELP DESK

✉ solomonaemirobizuneh@gmail.com ☎ +251975623371 🌐 et.linkedin.com/in/solomon-bizuneh

🔗 solomonaemiro.github.io/my-portfolio 🏠 github.com/solomonaemiro

SUMMARY

IT Support / Technical Support professional and Computer Science graduate with hands-on experience troubleshooting Windows, software, operating system, and connectivity issues. Hands-on project experience with Microsoft 365, Active Directory, IT service desk ticketing, Windows Server, and networking.

EDUCATION

Computer Science

University of Gondar

GPA: 3.35 / 4

PROFESSIONAL EXPERIENCE

IT & Networking Intern

Ethio Telecom – Gondar Branch

Jun 2025 – Sep 2025

Gondar, Ethiopia

- Provided hands-on technical support to 10–15 enterprise users, primarily non-technical sales staff, using Windows 10/11 laptops and desktops.
- Assisted with workstation and network setup using routers, switches, and physical network cabling.
- Assisted with IP and DHCP configuration and simulation using Cisco Packet Tracer.

Independent Technical Support

Community Technical Assistance

2022 – 2024

Gondar, Ethiopia

- Provided free independent technical support for 100+ laptops, desktops, and mobile devices.
- Diagnosed and resolved Windows 10/11 issues involving software failures, driver problems and more.
- Troubleshoot internet, Wi-Fi, mobile-data, and basic network diagnostics.

PROJECTS

Microsoft 365 IT Support & Administration Lab

Microsoft 365 | Exchange Online | Entra ID | SharePoint | Teams

- Built a Microsoft 365 environment to practice cloud-based IT administration and end-user support.
- Configured and administered Microsoft 365 services and user environments, including identity, email, collaboration, and access management.
- Practiced common IT support and administration scenarios across Microsoft 365 services.

Active Directory & User Management Lab

- Built a Windows Server domain environment simulating user and computer administration within a small organization.
- Configured Active Directory OUs, users, groups, permissions, and domain-joined Windows workstations.
- Simulated Tier 1 support scenarios including password resets, account lockouts, permission issues, and user onboarding.

IT Support Ticketing Lab (osTicket)

- Built and configured a functional help desk environment simulating a professional IT Service Desk workflow.
- Configured ticket categories, user roles, SLAs, assignment, escalation, resolution, and closure workflows.
- Created and resolved realistic Tier 1 scenarios.

SKILLS

IT Support

Technical Support, Active Directory, Windows Server, Microsoft 365, OsTicket, Software Troubleshooting, Windows Troubleshooting, Account Management, AnyDesk,

Networking

Network Troubleshooting, TCP/IP, IP Configuration, DHCP, DNS, Wi-Fi, Internet Connectivity,