

Kidus Negash Biru

IT Systems Administrator / IT Engineer

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Professional Profile

IT Systems Administrator with 7+ years of experience in banking and enterprise environments. Strong background in system administration, networking, IT support, security, and core business applications. Experienced in maintaining critical systems, troubleshooting complex issues, and supporting end users. Currently based in Italy with English (C1) and Italian (B1).

Work Experience

IT Systems Administrator

Abay Bank S.C – Addis Ababa, Ethiopia | 09/2019 – 09/2025

- Installed, configured, and maintained servers, workstations, and operating systems
- Managed user accounts, access controls, backups, and firewalls
- Monitored system performance and ensured service availability
- Troubleshot hardware, software, and network incidents
- Documented procedures and trained staff on IT systems

Core Business Application Administrator

Abay Bank S.C | 11/2017 – 09/2019

- Administered and monitored core banking applications
- Provided application support and user assistance
- Resolved software and system-level incidents

IT Engineer

INVEA (MDINA) | 10/2016 – 07/2017

- Supported Windows and Linux systems
- Troubleshot LAN/WLAN and network connectivity issues

- Assisted in IT procurement and vendor evaluation
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Education

- B.Sc. Information Systems *Mekelle Institute of Technology, Ethiopia* | 2013 – 2017
 - *Studying for a master's degree in HCI at the University of Trento*
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Certifications & Training (Selected)

- System Administration & IT Infrastructure Services – Google
 - Technical Support Fundamentals – Google
 - CCNA Routing & Switching
 - Certified Network Security Specialist (CNSS)
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Technical Skills

- Systems: Windows, Windows Server, Linux, Active Directory
 - Networking: TCP/IP, LAN/WLAN, VPN, DHCP, Routing & Switching
 - Databases: Oracle, MySQL, MSSQL, SQL
 - Tools & Languages: Python, Java, PHP, Git, Microsoft Office
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Languages

- English: C1 – Advanced
- Italian: B1 – Intermediate