

Fikremichael Mamo

"Call Center Specialist"

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Profile Summary

VoIP & Call Routing Specialist with experience in international project coordination, **IT support**, and **data-driven system optimization**. Skilled in **networking**, **VoIP systems**, and cloud-based platforms, with hands-on expertise in troubleshooting, system setup, and workflow automation. Certified by **Google IT Support** and trained in Python, SQL, and technical problem-solving, bringing a strong analytical foundation to optimizing communication systems and supporting global call center operations.

Skills

Technical Skills:

Excel | SQL | Power BI | Python | Git & GitHub | HTML & CSS | JupyterLab |

Google Workspace | HubSpot | Bitrix24

Soft Skills:

Problem Solving | Communication | Time Management |

Adaptability | Teamwork | Growth Mindset

Work Experience

Administrative Assistant (Office Operations)

GIZ, Khartoum — 09/2019–10/2023

- Managed internal communication, scheduling, and meeting documentation for the office
- Coordinated cross-functional communication and organized resources to support international projects

“Key Achievement: Successfully maintained seamless office operations during high-pressure project deadlines.”

Languages

1. Arabic

2. English

3. Amharic

Certificates

- [MIT Emerging Talent](#)
- [Google IT Support](#)
- [Business Analysis & Process Management](#)
- [Human Resources Analytics](#)
- [Power BI Desktop](#)
- [SQL](#)
- [McKinsey Forward Program](#)