

AMEN WOLDE

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SUMMARY

Customer-focused IT support professional and Computer Science senior with 3+ years of client-facing technical support and troubleshooting experience across hardware, software, and network issues. Hands-on with Jira ticket tracking, Microsoft Office Suite, and Windows/macOS/Linux environments, with academic grounding in networking (DHCP, DNS, LAN, TCP/IP). Known for patience, clear communication with non-technical users, accurate documentation, and a strong customer-first mindset. Available for occasional evening and weekend support.

EDUCATION

B.S. Computer Science, Minor in Business Analytics — Metropolitan State University, St. Paul, MN

Expected Oct 2026

GPA: 3.3 | Relevant coursework: Networks & Security (DHCP, DNS, LAN connectivity, routing, wireless), Operating Systems (Windows/Linux internals), Database Systems

A.S., Computer Science — Normandale Community College, Bloomington, MN

Completed

EXPERIENCE

Freelance Web Developer & Technical Support — 2000 Million Wolde Running Club (millionwolde2000.com)

2022 – Present

- **Serve** as the sole first point of contact for all technical issues for a global running organization, diagnosing and resolving website, hosting, email, and connectivity problems end to end.
- **Train** and guide non-technical staff on technology tools and best practices, translating technical fixes into clear, user-friendly instructions and documentation.
- **Prioritize** incoming requests and resolve time-sensitive issues independently ahead of live events, maintaining 4+ years of continuous uptime for the client.

AI Agent Engineering Extern — Wayfare

2026 – Present

- **Build** and troubleshoot workflow automations in n8n using Python and the Anthropic (Claude) API, performing root-cause analysis when integrations, triggers, or API connections fail.
- **Document** workflow configurations and troubleshooting steps so processes are repeatable and supportable by other team members.

Software Engineering Intern — Adollar Class

May – Aug 2025

- **Tracked** and managed development tasks in Jira and Asana within an Agile/Scrum team, updating ticket status and priorities against sprint deadlines.
- **Debugged** and resolved software defects across a React.js/Node.js stack deployed on AWS, identifying root causes and documenting fixes for the team.

Culinary Assistant — Cassia Senior Living

2025 – Present

- **Deliver** patient, empathetic, customer-first service to senior residents in a fast-paced environment, making quick decisions in time-sensitive situations while maintaining strict confidentiality standards.

TECHNICAL PROJECTS

Network Vulnerability Scanner — Python, python-nmap, TCP/IP — github.com/Amennmek

- **Developed** a Python tool that scans hosts and ports across a LAN to identify open services and misconfigurations, applying TCP/IP and network troubleshooting fundamentals.

Arduino LCD Image Display — C++, SPI protocol, embedded hardware — github.com/Amennmek

- **Configured** and troubleshoot hardware/peripheral integration between a microcontroller and a 128x64 LCD over SPI, documenting wiring, setup, and fixes in a public GitHub repo.

TECHNICAL SKILLS

Help Desk & Ticketing: Jira, Asana, ticket prioritization, root-cause analysis, technical documentation, end-user training

Microsoft: Office Suite (Excel, Outlook, Word, PowerPoint, OneNote), Windows 10/11, Microsoft 365 tools, SQL Server (certified)

Networking & Systems: DHCP, DNS, LAN connectivity, TCP/IP, wireless troubleshooting, network printers, Active Directory fundamentals (coursework), macOS, Linux

Tools & Languages: Python, SQL, Java, JavaScript, Git/GitHub, Docker, hardware setup & peripheral configuration

CERTIFICATIONS

Microsoft SQL Server Certification | Google AI Essentials (2026) | Google Data Analytics Professional Certificate (2024)