

Surafel Getachew

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TECHNICAL CUSTOMER SUPPORT SPECIALIST | TELECOM, NETWORKING & REMOTE USER SUPPORT

Technical Customer Support Specialist with more than four years of experience across telecommunications, internet services, SaaS, and fintech. Skilled in high-volume customer support, remote-user guidance, network troubleshooting, incident investigation, escalation, and technical documentation. Combines hands-on telecom experience with IT and Software Engineering degrees, Cisco Networking Academy certifications and university-level teaching of data communication and networking. Offers a strong foundation for supporting proxy-based services through knowledge of IP addressing, DNS, DHCP, NAT, routing, gateways, latency, and internet-access troubleshooting.

SKILLS

- Customer Support: Email Support, Live Chat Support, Ticket Management, High-Volume Support, Complaint Resolution, Customer Education, Case Ownership, Follow-Up, Product Support, SaaS Support
- Technical and Network Support: Remote User Support, Internet-Service Support, Network Troubleshooting, IP Addressing, TCP/IP, DNS, DHCP, NAT, Routing, Gateways, Wi-Fi and LAN Troubleshooting, Latency Investigation, Device Configuration, Authentication and Access Troubleshooting, Root-Cause Analysis
- Proxy and VPN Concepts: Forward proxy fundamentals, HTTP/HTTPS and SOCKS5 concepts, username/password and IP-based authentication, IP whitelisting, geo-targeting, rotating and sticky-session concepts
- Support Operations: Incident Investigation, Escalation Handling, Issue Documentation, Service Monitoring, Recurring-Issue Analysis, Knowledge-Base Support, Support Reporting, Cross-Functional Collaboration, Customer Feedback
- Tools: Zendesk, Freshdesk, Intercom, Help Scout, HaoDesk, HubSpot, Slack, Microsoft Teams, Google Workspace, Postman
- Languages: English (Fluent), Amharic (Native)

PROFESSIONAL EXPERIENCE

Technical Support Specialist

Ethio Telecom

September 2017 - September 2019, Ethiopia

- Provided frontline customer and technical support for telecom and internet services, resolving connectivity, service-access, device-configuration, account-provisioning and network-performance concerns.
- Diagnosed IP configuration, DNS, DHCP, NAT, router, modem, gateway, Wi-Fi, LAN, signal, latency and general internet-access problems using structured network-troubleshooting methods.
- Guided customers remotely through browser, device, modem, router and network-configuration steps, helping restore access to internet and telecom services.
- Isolated whether faults originated from customer equipment, incorrect configuration, DNS resolution, routing, gateway access, network congestion, service provisioning or wider infrastructure incidents.
- Investigated recurring technical issues, documented symptoms, troubleshooting actions, root-cause indicators and customer impact, and escalated verified network or system problems with clear technical evidence.
- Collaborated with network, field, operations, billing and customer-service teams while maintaining case ownership and communicating progress through resolution.

Customer Support Agent

Clickworker

June 2022 - September 2023, Remote / Germany

- Handled 60+ daily inquiries through email, chat, and ticketing workflows involving account access, payments, platform usage, task availability, errors, and remote-user issues.
- Investigated customer cases, categorized and prioritized tickets accurately, and maintained clear documentation throughout resolution.
- Collaborated with billing, operations, fraud, and technical teams to resolve escalated account, payment, and platform cases.
- Identified recurring customer problems and converted common support patterns into structured notes, escalation context, and documentation improvements.
- Guided nontechnical users through troubleshooting involving platform access, account settings, application behavior, and technical errors.

Customer Support Representative

- BinanceMay 2024 - June 2024, Remote
- Provided real-time customer support through live chat and digital channels for account access, deposits, withdrawals, transaction status, security, KYC-related matters, P2P, spot and futures products, wallets and Web3 services.
 - Investigated account, transaction and platform concerns, guided users through structured troubleshooting and escalated complex cases with accurate internal notes.
 - Supported authentication, account-access, security and platform-configuration concerns while maintaining clear and compliance-sensitive communication.
 - Worked in a high-volume, 24/7 support environment while maintaining accuracy, professionalism and customer-focused communication.

Lecturer and Researcher

- Wollo UniversityOctober 2019 - June 2025, Ethiopia
- Taught university courses in data communication, computer networking, information technology, software engineering and related technical subjects.
 - Explained TCP/IP and OSI models, IPv4 addressing, subnetting, DNS, DHCP, NAT, routing, switching, gateways, ports, communication protocols, LAN/WAN architecture, wireless networking, network security and troubleshooting.
 - Designed lectures, laboratory exercises, technical demonstrations, assessments and documentation that translated complex networking concepts into clear and structured learning materials.
 - Mentored students on network configuration, technical projects, troubleshooting, research and technical writing, providing step-by-step guidance and evidence-based feedback.

Verified P2P Merchant | Payment, Dispute and Platform Support

- OKX, Bitget, Binance, MEXC | Remote | August 2022 - May 2026
- Managed 500+ monthly P2P transactions across major digital-asset platforms, assisting users with payment verification, delayed confirmations, account-related concerns, disputes, and platform guidance.
 - Reviewed transaction evidence and account information to identify inconsistencies, resolve time-sensitive cases, and follow platform procedures for safe escalation.
 - Communicated with users in real time during high-pressure cases, maintaining calm, clear, and policy-aware communication.
 - Developed practical experience in digital payments, account security, fraud awareness, evidence review, access-related concerns, and procedure-based dispute resolution.

EDUCATION

MSc in Software Engineering

Addis Ababa Science and Technology University • Ethiopia • 2021 • 3.81

BSc in Information Technology

Hawassa University • Ethiopia • 2017 • 3.76

CERTIFICATIONS

HubSpot Customer Service Software Certification

HubSpot • 2025

Zendesk Customer Service Training

Zendesk • 2025

Freshdesk Academy Customer Support Basics

Freshdesk Academy • 2026

CCNA 1: Network Fundamentals

Cisco Networking Academy • 2019

CCNA 2: Routing Protocols and Concepts

Cisco Networking Academy • 2021