

MEREED ASMARE

mrdassefa@gmail.com | 437-434-0636

linkedin.com/in/mereed-asmare | github.com/mereedasmare | mereed.dev

PROFILE SUMMARY

Software Engineering graduate with experience in software development, technical troubleshooting, content moderation, and business operations. Skilled in Python, JavaScript, Dart, Flutter, Linux environments, cloud technologies, and IT support. Experienced in reviewing more than 30,000 reports monthly, supporting digital platforms, improving operational processes, and deploying web-based solutions. Seeking opportunities in IT Support, Technical Support, Software Development, Content Moderation, or Trust & Safety Operations.

TECHNICAL SKILLS

- Programming Languages: Python, JavaScript, Dart
- Frameworks & Development: Flutter, Software Testing, Debugging, Application Deployment, REST API Integration
- Cloud & DevOps: AWS, GCP, Docker
- Operating Systems: Windows, Linux (Ubuntu, Lubuntu, Tails), Android
- Version Control & Collaboration: Git, GitHub
- Business & Productivity Tools: Microsoft Office Suite, Shopify, Slack, Notion, Zendesk
- Technical Support & Systems: Technical Troubleshooting, Systems Support, Technical Documentation, TV Networking, Process Improvement

PROJECTS

EthioDV Platform (ethiodv.app)

- Designed and managed a web-based platform supporting Ethiopian Diversity Visa applicants.
- Assisted users with photo preparation, application guidance, digital consultations, and payment support services.
- Improved service accessibility through digital workflows and online support tools.
- Managed platform operations, customer communications, and service delivery processes.

Mister Delala (misterdelala.com)

- Developed a web-based brokerage platform for real estate and vehicle listings.
- Designed features connecting buyers and sellers through a centralized online marketplace.
- Supported website deployment, maintenance, and platform enhancements.
- Applied user-focused design principles to improve usability and accessibility.

PROFESSIONAL EXPERIENCE

Content Moderator

Jan 2025 - Present

Telegram Messenger, Addis Ababa, Ethiopia

- Review and assess more than 30,000 user-generated reports monthly while maintaining compliance with platform policies and quality standards.
- Investigate suspicious activity, document findings, and escalate complex cases for further review and enforcement.
- Apply trust and safety policies consistently within a high-volume moderation environment.
- Collaborate with moderation teams to support accurate decisions and effective policy enforcement.
- Maintain strong productivity, accuracy, and attention to detail while working in a remote environment.

General Manager

Oct 2022 - Present

Yegara Investment PLC, Addis Ababa, Ethiopia

- Oversee daily business operations and coordinate administrative, financial, and operational activities.
- Lead technology-related initiatives, systems management, and workflow improvement efforts across the organization.
- Support website management, digital systems, and technology adoption to improve operational efficiency.
- Coordinate staff, resources, and stakeholders to ensure effective execution of business objectives.
- Resolve operational and technical issues while maintaining service quality and business continuity.

Software Developer

Feb 2022 - Dec 2024

Ashu Electronics Solution, Addis Ababa, Ethiopia

- Developed and maintained software solutions based on business and client requirements.
- Participated in software design, testing, debugging, deployment, and maintenance activities.
- Collaborated with team members to identify and resolve technical issues and improve application performance.
- Assisted with software enhancements, feature implementation, and technical documentation.
- Supported quality assurance processes throughout the software development lifecycle.

EDUCATION

BSc in Software Engineering 2023

Addis Ababa Science and Technology University

PROFESSIONAL DEVELOPMENT

Fundamentals of Digital Marketing, The Open University, 2023

Customer Service coursework, Alison, 2023

LANGUAGES

- English - Fluent
- Amharic - Native