

YOHANS (JOHN) BEKELE
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[Portfolio](#)

Personal Profile

Proactive and detail-oriented Service Reliability Engineer with over five years of experience in application support, incident management, automation, and system optimization across enterprise environments. Highly skilled in programming (JavaScript, Python, SQL), managing and troubleshooting large SQL databases, and facilitating robust application environments. Quick to learn new technologies and passionate about automating workflows to solve repetitive tasks, driving efficiency and reliability for clients and internal stakeholders.

Technical Skills

- **Programming & Scripting:** Python (Pandas, NumPy, Flask), JavaScript (MERN: MongoDB, Express, React, Node), SQL, Bash
- **DevOps & CI/CD:** GitHub, Visual Studio Code, ServiceNow, JIRA, Docker, Docker Hub, Docker Compose, Deployment automation.
- **Web Servers & Process Management:** Nginx, PM2
- **SSL/TLS Management:** Certbot
- **Monitoring & Observability:** New Relic (APM), Watchdog, Application observability, Incident & event management, Automation, Troubleshooting
- **& event management, Automation, Troubleshooting**
- **Cloud Platforms:** AWS (EC2, RDS, S3)
- **System Administration:** Linux (Ubuntu), Windows Server, Citrix
- **Databases:** MS SQL Server, MySQL, MongoDB, PostgreSQL
- **Data Analysis & Visualization:** Advanced Excel (Pivot Tables, Macros), Pandas, Data visualization tools
- **APIs & Integration:** RESTful APIs, Salesforce

Professional Experience

Product Application Support Specialist

Thomson Reuters, Gdansk

Aug 2024 – Present

- Orchestrated end-to-end environment setup for client deployments of legacy software products, including Microsoft SQL Server configuration, registry path adjustments, and network node/server provisioning to ensure flawless data sharing and system integration.
- Provided expert support during client onboarding and upgrades, verifying all infrastructure components—databases, virtual machines, and network connectivity—were correctly configured and optimized for high performance and availability.
- Investigated and resolved data discrepancies by testing datasets, analyzing for missing keys or inconsistencies, and ensuring data integrity across critical business workflows.
- Collaborated closely with platform and development teams to resolve complex bugs, implement new features, and deliver custom solutions tailored to unique client requirements.
- Collaborate with cross-functional teams to document, analyze, and resolve chronic and major incidents.

Financial Analyst (Technology & Automation Focus)

State Street, Gdansk

Mar 2023 – Jul 2024

- Performed quantitative trade analysis and tracked trading activity using advanced Excel, VBA, and Visual Studio Code for automation.
- Automated monthly reporting workflows, improving accuracy and reducing turnaround time.
- Built technical dashboards and data visualizations to deliver actionable insights to stakeholders.
- Track and analysis Trade and KYC incident report on demand basis.

Data Analyst (MSSP Migration Project)

Cisco, Krakow

Aug 2022 – Feb 2023

- Authored technical guides and knowledge base articles on data migration best practices, troubleshooting, and optimization techniques for internal teams and stakeholders
- Developed and maintained a library of Python scripts and tools to automate repetitive tasks, improve data quality, and increase migration efficiency
- Wrote SQL scripts to extract, transform, and load data from various sources, including Oracle, MySQL, and CSV files, to ensure data integrity and consistency
- Created Bash scripts to automate data migration tasks, such as data validation, data cleansing, and data transformation, reducing manual effort by 30%
- Designed and implemented data pipelines using Apache NiFi to ingest, process, and transform large datasets, improving data freshness and reducing latency

Senior Process Executive (Application Performance)

Infosys, Lodz

Mar 2022 – Apr 2023

- Monitored and analyzed application performance on the Health Suite Digital Platform using **New Relic**, ensuring high availability and optimal user experience for healthcare solutions.
- Utilized **ServiceNow** for incident, problem, and change management, and **JIRA** for tracking issues, project tasks, and workflow improvements.
- Automated daily monitoring, reporting, and routine maintenance tasks using scripting languages such as **JavaScript, Python, and SQL scripts**, improving operational efficiency.
- Conducted root cause analysis of performance incidents—leveraging New Relic's deep-dive analytics—collaborating with cross-functional teams to resolve issues and implement preventative measures.

- Generated detailed performance reports from New Relic and other sources, maintaining documentation for compliance, audits, and process improvement initiatives.
- Communicated technical issues and solutions effectively to both technical teams and business stakeholders, translating insights from New Relic dashboards into actionable recommendations.

Data Analytics Engineer

Commercial Bank of Ethiopia, Addis Abeba

Feb 2017 – Jan 2019

- Conducted comprehensive analysis of customer data to support KYC (Know Your Customer) compliance, leveraging advanced data analytics tools and SQL queries to identify potential risks and ensure regulatory adherence.
- Utilized data visualization platforms (such as Tableau/Power BI) to create interactive dashboards for ongoing KYC monitoring, enabling quick identification of unusual patterns or suspicious transactions.
- Automated routine KYC data validation and reporting tasks using SQL and VS code scripts, significantly reducing manual workload and minimizing errors.
- Collaborated with compliance and operations teams to review flagged accounts, analyze customer profiles, and document findings in accordance with AML (Anti-Money Laundering) and regulatory requirements.
- Developed and maintained detailed documentation of KYC analytics processes, supporting internal audits and external regulatory reviews.

Education

BSc in IT in Business

WSB University, Torun, 2024

BSc in Information Technology

Rift Valley University, Ethiopia, 2021

Languages

- **English (Fluent)**

Additional Information

- **Ready for hybrid or remote work**
- **Experienced in knowledge sharing and informal coaching within teams**
- **References available upon request**

Key Strengths

- **Passion for reliability engineering, automation, and continuous improvement**
- **Effective communicator and collaborator in global teams**
- **Strong blend of technical and business acumen, bridging IT and business outcomes**
- **Proactive problem-solver with a customer-centric approach**