MESFIN K. METEKIA

APPLICATION SUPPORT SPECIALIST | CUSTOMER & TECHNICAL SUPPORT

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PROFESSIONAL SUMMARY

Customer-focused professional with experience in application support, technical troubleshooting, database support, and customer service. Application Support professional with experience supporting enterprise software, digital-payment platforms, EMR systems, and security operations tools. Skilled in troubleshooting, incident management, SQL database support, and user assistance across fast-paced environments. Proficient with TrackTik, GuardTek, PatrolWizzard, Condo Control, Mircom TX3, multiple EMR platforms, and Kifiya's digital-payment systems. Strong communicator with proven ability to resolve technical issues, improve workflows, and deliver reliable customer service.

CORE COMPETENCIES

- Application & Technical Support
- Customer Service & User Assistance
- Software Troubleshooting
- Incident & Ticket Management
- Database Support & SQL
- Access Control & System Administration
- CRM & ERP Applications
- Technical Documentation
- Problem Solving & Issue Resolution
- Agile Methodology

TECHNICAL SKILLS

Applications & Tools: Microsoft Office, Word, Excel, PowerPoint, Outlook, SharePoint, ServiceNow, Jira, Zendesk, MS Project, Condo Control, Mircom TX3.

Programming & Web Technologies: HTML5, CSS3, JavaScript, Java, C#, Kotlin, Python.

Databases: MySQL, Oracle SQL.

Cloud & Development: Microsoft Azure, DevOps.

Operating Systems: Windows, Linux.

PROFESSIONAL EXPERIENCE

Customer Support Specialist

GardaWorld Inc. – Toronto, ON | May 2022 – October 2026

- Provide front-line customer support to residents, visitors, contractors, and property management.
- Use Condo Control to assist with visitor registration, parking permits, resident requests, and building services.
- Operate Mircom TX3 software to support resident directories, buzzer numbers, and enterphone inquiries.
- Assist users with building access, intercom, and access control-related issues.
- Troubleshoot basic system issues and escalate technical problems when required.
- Maintain accurate records, incident reports, and professional communication.

Application Support Associate

AMMC Inc. – Toronto, ON | November 2021 – April 2022

- Supported users by responding to application-related inquiries through phone, email, and live chat.
- Identified software bugs and collaborated with product teams to resolve issues.
- Used ServiceNow ticketing systems to manage and track support requests.
- Manage and update patient records across multiple EMR platforms, including Telus PS Suite, Accuro, Well Health OSCAR Pro, Avaros EMR, CHR-Telus, Advantage EMR (CHS), and Velox.
- Perform patient intake, appointment scheduling, chart preparation, and follow-up coordination.
- Support physicians with clinical documentation, diagnostic requisitions, referrals, and billing workflows.
- Ensure compliance with privacy standards and medical data accuracy across all EMR systems.
- Communicate with patients regarding appointments, test results, and care instructions while maintaining a professional and compassionate approach.

- Collaborate with multidisciplinary teams to streamline clinic operations and improve workflow efficiency.
- Assist with administrative tasks such as invoicing, insurance documentation, and medical correspondence.

Application Support Specialist

Primary Response Inc. – Toronto, ON | April 2017 – October 2021

- Handled inbound and outbound customer support calls.
- Provided frontline support for TrackTik Scheduling & Dispatch, GuardTek Scheduling, and other workforce-management tools.
- Assisted users with incident-reporting platforms including TrackTik Incident Reporting, GuardTek/Trackforce, PatrolWizzard, 1st Reporting, and PATROL.
- Supported GPS-based patrol systems such as TrackTik Guard Tour, GuardTek Patrol Tracking, and PatrolWizzard GPS Logs.
- Helped maintain digital activity logs (DARs) and hybrid reporting workflows across Trackforce/GuardTek and PatrolWizzard.
- Facilitated communication and troubleshooting through Outlook, Gmail, and SMS-based dispatch tools.
- Ensured data accuracy, user compliance, and smooth daily operations across all supported applications.

Production Support Officer

Kifiya Financial Technology – Addis Ababa, Ethiopia | June 2014 – July 2016

- Provided operational and technical support for Seamless Digital Payments, ensuring fast, secure transaction processing for customers and partners.
- Supported Merchant Payment Solutions, assisting SMEs with digital-payment acceptance, troubleshooting merchant onboarding, and resolving transaction-flow issues.
- Maintained and monitored the Digital Wallet platform, handling wallet-to-wallet transfers, merchant payments, disbursements, and user-access issues.
- Provided production support for the Payment Gateway, ensuring smooth processing of bank transfers, wallet transactions, and card payments.
- Assisted users and internal teams with Kifiya Payment Software (Wegager), including multi-platform payment tools, transaction tracking, and business-workflow features.
- Investigated and resolved application errors, transaction failures, login issues, and workflow interruptions across all payment systems.
- Escalated system incidents to development teams, tracked issue resolution, and ensured minimal downtime.
- Supported daily operations by monitoring dashboards, validating transactions, and ensuring data accuracy across all payment components.

Database, Monitoring & Evaluation Specialist

Concern Worldwide – Addis Ababa, Ethiopia | April 2013 – May 2014

- Supported SQL database maintenance, upgrades, and performance monitoring.
- Assisted with database administration and performance assessments.
- Supported database security through access control policies.
- Maintained data integrity and supported reporting requirements.

EDUCATION

Diploma – Enterprise Web and Mobile Applications Development
TriOS College of Business Technology, Toronto, Ontario | October 2021

Master of Arts (MA) – Sociology
Indira Gandhi National University, Delhi, India | June 2012

B.Sc – Statistics
Alemaya University, Harar, Ethiopia| June 1999

ADDITIONAL STRENGTHS

- Excellent verbal and written communication.
- Ability to explain technical concepts to non-technical users.
- Strong customer service and interpersonal skills.
- Ability to work independently and collaboratively.
- Understanding of Agile software development methodologies.