COMPANY PROFILE

MSS COMPANY PROFILE

PREPARED BY

Micro Sun and Solutions Plc

DATE

January 2018 Ver 5.1

1.   INTRODUCTION

Micro sun and Solutions plc have been formed by two individual professionals having vivid experience and wide exposure in Information Technology. People involved here are also young qualified business graduates and qualified engineers from the renowned universities across the globe. MSS began its business operation as a hardware and network solutions providing company in January 1997.

MSS provides one stop automated solution for your trade and industry. Depending on the size and field of your organization, we have different products and services to meet your requirements. We provide the optimum and customized solutions made for your organization.

MSS is focusing exclusively in high quality and cost-effective software development and implementation of services. We are advancing on a tremendous pace and with involvement of skilled and experienced people working in the organization. MSS is currently doing business in Government, Banking, MNCs, Large Corporate, Telecom, Hotel industry and in the Media Sector.

2.   MSS: YOUR AUTOMATION PARTNER

The resource personnel working in the company have been consistently providing reliable support services and consultancy to a wide variety of corporate houses either in the capacity of executive or as business partner or consultant. Bottom line of the company philosophy is building a long-term business partnership with its clients where interpersonal relationship, reliability, assured quality and target oriented modern technology are the major building blocks.

It is a company where professionals from both technical and functional field group together with an objective of providing appropriate business solutions. It realizes the importance of functional knowledge and its impact in developing business solutions. We constantly strive to be a leading technology firm with profound business and functional knowledge. The key to the company's success is the maintenance of a close working relationship with the clients through ensuring the best possible solutions to their needs; to establish and maintain a thorough knowledge and understanding of client's objective and help them maximize the benefits.

We want to establish ourselves as the best choice in Computing and Information Technology Services, Consultancy and Development by offering the full spectrum of services.

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3.   OUR MISSION & VISION

Our Mission is to achieve the reputation of a quality, high standard & reliable solution & service Provider Company in the ICT industry.

Our Vision is to achieve 100% customer satisfaction by delivering quality products and services at an affordable cost. Our forward vision is to strive to become an entity in technology based corporate solutions, capable of demanding unconditional response from the targeted niche. We also believe that for our scope of improvisation – sky is the limit and we are always ready to take our achievements to the next level. We are growing and would always like to remain on the growing streak.

Our keys for development:
- Desire for Excellence
- Trust and confidence build-up
- Innovation
- Transparency
- Teamwork

We believe in
- Motivation
- Collective responsibility and leadership
- Professionalism and ethics
- Adding values to our client needs

4. ABROAD

OPERATIONS

MSS closely works for establishing business setup at African and Middle East market. Targeted companies are jointly involved in providing various systems and solutions to different economic sectors and are considered as one of the fastest growing and leading solution provider company.

Micro Sun and Solutions Middle East is a Direct Affiliate of Micro Sun and Solutions Ethiopia and partner of Various Distributors and solution providers for middle east and Africa and It is Registered for the last 18 Years as A General Trading Company located at Sharjah International airport Free Zone C3-32/05 Sharjah United Arab Emirates

Micro Sun and solutions Middle East do the Necessary logistics and outsource worldwide new developed state-of- the- art products, technologies and professionals for its affiliates and partners in Africa to keep delivering their local customers commitment on sales and support superior customer services.

MSS is also a Registered supplier of United Nation Global Market (UNGM)
Main objectives & aims of the company's

- *DELIVER IMMEDIATE REQUIREMENTS' SUCH AS REPLACEMENT PARTS, CONSUMABLES PRODUCTS IT EQUIPMENT'S', WITH IN 24 HOURS INCLUDING MEDICAL EQUIPMENT'S, HEAVY, MICHENER'S, SPARE PARTS, TRUCKS, LIFTS, AIR CONDITIONERS 'GENERATORS, NETWORK ACCESSORIES, POLY/MONO SERIOUS SOLAR PV MODULES POWER CONVERTERS, BATTERIES, BACKUP SOLUTIONS SOFTWARE'S, CABLES GARMENTS AND MANY MORE WITH THEIR RESPECTIVE WARRANTIES*

- *Organize IT Training courses in UAE for technical staffs and customers.*

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5.   OUR INVOLVEMENT

■   ICT CONSULTANCY

We consult for high-end technology implementation at clients' site or implementation of new technology according to the clients' requirement or upgrading, enhancing the existing facilities in the clients end with the new technology integrated with the existing one. MSS offers a full range of consulting services to help analyze your business requirements for effective implementation of solutions. Our consulting services cover:

- Strategy planning
- Assessment
- Procurement
- Re-engineering solutions
- Planning, audits, best practices etc.

■   SOFTWARE DEVELOPMENT

Beside the hardware and network solutions; with design and development expertise in diverse platforms, best-of-breed tools and techniques, combined with industry best practices, MSS offers scalable end-to-end application development and management solutions from requirement analysis for deployment and rollout. We are developing software, tracing Government Service delivery outlets and Management information system architectures for instance Higher education school student placement, Supreme court case management (e-Litigation), accounting software for trading and Digitizing Vital events information Records.

we hope to come to you with desired software at a reasonable cost. MSS's services span the following application lifecycle stages:

- **APPLICATION DEVELOPMENT** – Providing end-to-end development from requirement analysis for deployment and rollout.

- **APPLICATION MAINTENANCE** – Changing or enhancing software to meet changing or increasing business demands in the post-rollout phase of an application

- **APPLICATION SUPPORT** – Providing first, second, third line support and on-call support. On-call support further includes Gold (24x7), Silver and Bronze support.

- **APPLICATION INTEGRATION/MIGRATION/TRANSFORMATION** – Replacing, migrating and integrating legacy or bespoke systems with COTS products.

- **APPLICATION MANAGEMENT** – The application management layer cuts across all software engineering activities listed above. MSS takes complete ownership of the outsourced suite of applications as per the agreed scope and manages the support. This typically involves transition management, project management, proactive risk and scope change management, quality management, SLA management etc.
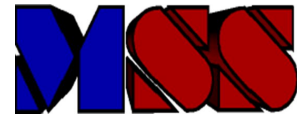
- ■ **NETWORK & INFRASTRUCTURE SERVICES**

Growth in the Solution Integration (SI) services market is fueled by the need for seamless business processes across an organization's complete value chain of customers, partners, suppliers, and employees. MSS's services enable clients to identify, develop, and implement the best-fit solutions which are equipped to meet their changing business requirements.

MSS's Solution Integration services offer to:

- Leverage IT investments
- Minimize risks
- Maximize compatibility
- Maximize interoperability

MSS provides total project management, right from architectural design, integration, system and interface development to migration backed by world-class methodologies, well-defined solution frameworks and extensive integration experience with tier-1 service providers.

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HARDWARE & SOFTWARE SALES & SUPPORT SERVICES

We offer servers, computers, computer accessories and services by sourcing from local and international market as well. Our team of experts is ready to serve you when you are worried due to lack of confidence in "commitment of service". You are hereby requested to call us for any kind of requirement of computers, computer parts and services whatever and whenever you need.

MSS's also offer & Supply, Delivery & Installation of:
- Data Centre, Structure Cabling Systems and Racks
- CISCO Switch, Firewall, Wireless & Routers.
- **Kaspersky** antivirus
- PC, Server & Storage
- Server & Switch Equipment maintenance
- POS system and Thermal Receipt Printers sales and Maintenance
- UPS's and Generators sales and Maintenance
- Data center Air Conditioners
- CCTV CAMERA
- IPTV SOLUTIONS sales and Maintenance
- Money Counter and Money detecting Machine sales and Maintenance
- Passport & ID Scanning Solutions for Hospitality Industry
- E-Signature & Guest Registration Solution
- Identity Management Solutions

- ■ **MAINTENANCE AND SUPPORT**

MSS Annual Maintenance Contracts (AMC)

An Annual Maintenance Contract is your best protection against unexpected equipment and system failure. Annual maintenance contracts give our customers guaranteed maintenance at a guaranteed cost. Annual maintenance contracts outlining regular check-ups and routine work to regulate the performance and quality output will be the core area of our field services division.

We provide a comprehensive Annual Maintenance Program that provides our customers with a peace of mind, knowing that they are in the safe and professional hands of our network and system engineers. For an Affordable annual fee, all components of their network inclusive of all computer systems, software's and peripherals will be protected against all breakdowns and malfunctions. With the support of technical expertise from our on-site/on-line technical team, network and system engineers, all their computing equipment will be kept at optimal performance throughout the year.

MSS Annual Maintenance Benefits

- Free software upgrades
- The ability to budget annually for software upgrades
- High quality system administration services.
- Higher system ROI by extending usability
- Certified technicians skilled in cross-platform environments
- Add years to equipment life

Our AMC Service Includes

- Addition / Removal of Computer Hardware
- Printer Maintenance
- Monitor maintenance
- Repairing of Hard Disk, Modem and DVD-ROM
- Network Troubleshooting
- Services based on Internet

- Protecting the system hackers
- Virus Protection and Virus Removal

MSS Server Maintenance AMC Support

System monitoring and administration is a critical aspect to the successful operations of most businesses. For many businesses the cost associated with monitoring and administering these systems is extensive or expensive. We can help to minimize these costs by providing system monitoring and administration services on a part-time or full-time basis.

We will work with you and your organization to develop an effective strategy for monitoring and administering your mission critical systems whether they are Windows or Unix/Linux based servers. Our technical team has the expertise in Windows and Unix variants together with ensuring that distinct systems work seamlessly together. We will formulate a plan that meets your business requirements to ensure that your mission critical servers are operating at their highest capabilities and are protected from unplanned system's down-time.

Server maintenance does not necessarily have to be done at onsite, an online connection to the server is sufficient enough for administrative maintenance jobs to be done. We can remotely monitor and manage your IT infrastructure from our fully staffed center.

■ MANAGED SERVICES

MSS has the expertise and experience to manage an enabling infrastructure and applications and run outsourced operations for large telecom operators smoothly. MSS's Managed Services offerings cover the entire array of IT outsourcing services including networks, IT infrastructure, applications and business processes. This provides our customers the best of both worlds - control and flexibility over their information systems without either the pain or cost of running them.
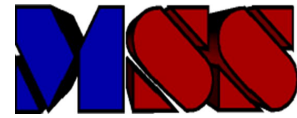
■ UNIFIED COMMUNICATION

With the Microsoft Office Communication Server (OCS) 2016 we are there to build all your communication need including instant messaging and e-mail services.

6. AREAS OF EXPERTISE

Main Strength of MSS lies in the blend of professionals, specialized and highly focused operation. Increasing customer's awareness is the strength where it excels over its competitors. Our strength lies in our ability to blend current management practice and IT expertise into cost-effective Computer Aided Management Solutions, Products and Services. MSS understands the need for skill transfer to client personnel. Our offers cover the following major areas:

- System analysis
- Business process reengineering
- Process development localization
- Customized and target-oriented Workflow design
- Specialization in Client / Server and Internet / Intranet application and technologies
- Automation of Financial Institutions, Telco-Operators, Electronic Medias & Business Institutions with the latest development.
- Customized software development as ancillary product for deployed international software
- International software deployment - product development localization
- Network Monitoring/ Network Management Support
- Network, Security & Threat Management Solution
- Enterprise Server & Storage Solution

- Hardware at competitive price
- Desktop maintenance and support
- Server maintenance and support
- Production operations
- Disaster Recovery and Storage Management Solution
- Power Solution.
- Enterprise-grade LAN Cabling.
- Infrastructure Management Solution.
- Data Centre Operations and Service Delivery.
- Systems Integration.
- Project Management.
- Change/request implementation
- Project support
- Standby support
- Web based support & solution development
- E-business solutions
- Data conversion & data entry
- Overall automation consultancy
- Any Type of VDO editing Solutions

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7.   STRENGTH & CAPABILITIES

The development team of MSS is equipped with proper human resources specialized in different system development tasks. The key areas are;

■   SYSTEM ANALYSIS & DESIGN

System analysis and design team combines both functional and technical analysts. We believe to develop a proper system of which functional analysis is equally important as technical analysis. Our system analysis and design team specialize in the software like Microsoft Visio, Rational Rose and Microsoft Visual Modeler.

■   SOURCE CODE REPOSITORY AND ADMINISTRATION

For source code version control and multiple programmer interaction management we use Visual Source Safe as our source code control software.

■   DATABASE MANAGEMENT

We have database expertise ranging from ISAM or flat database systems like Microsoft Access, Visual FoxPro to robust commercial database engines like Oracle and Microsoft SQL. For web-database connectivity and cross-platform data management we also have specialized experience and expertise in My SQL database server.

■   WEB DEVELOPMENT AND DESIGN

Our web developers and designers are skilled in development with Microsoft Front Page, Macromedia Fireworks and Dream Weaver for web site design.

■   PROGRAMMING

Our young and talented programmers have a wide range of experience in developing systems. Our programming skill involves:

- **PROGRAMMING LANGUAGES:**
  VB, Visual C++, Java, VB for Application (VBA) and

- **MULTIMEDIA DEVELOPMENT:**
  Flash and Flash Script.

- **WEB SERVERS:**

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Microsoft .Net Platform.   Microsoft IIS and Apache

- **WEB PROGRAMING LANGUAGES:**
  PHP, Perl/CGI, Active Server Pages (ASP)

- **SCRIPTING LANGUAGES:**
  Java Script, VB Scripts

- **OPERATING SYSTEMS:**
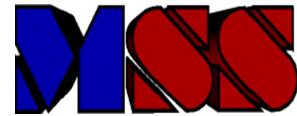 Microsoft Platform and Linux/Unix

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8.   PRODUCT OFFERINGS

■   **TELECOM SOLUTIONS**
- Pre-paid & Post-paid Convergent Billing
- Content Management Solution (CMS)
- Dynamic Voice (IVR) Platform
- E-Top Up Solution
- Charging Gateway
- Billing of voice, sms, mms, data sessions and mobile payments for prepaid, post-paid offerings,
- Networking Solutions & Value-Added Services Products

■   **ENTERPRISE MARKET**
- Enterprise Resource Planning (ERP)
- Order Management System
- SMS Banking Solution
- Bulk & Corporate Messaging Platform
- Mobility Solution

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■ **PROFESSIONAL AFFILIATION**

MSS is proudly affiliated with following local & internationally reputed companies & organizations:

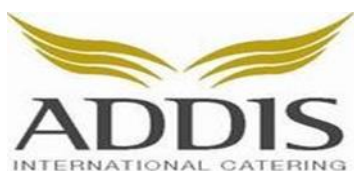■ **BUSINESS PARTNER & RESELLER**

10.LIST OF SOME MAJOR CLIENTS

MSS has several clients using its array of products. Our team members have the distinguished experience and association with different national and international organizations in different sectors. A partial list of these clients includes:

■ HOTELS & RESTAURANTS

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	9. MINISTRIES	
1	**MINISTRY OF EDUCATION (MOE)**	ETHerNet (Ethiopian Educational & Research Network) for 13 Universities based on Sun & Cisco solutions)
2	**MINISTRY OF DEFENSE (MoD)**	Equipment Supply
3	**MINISTRY OF WATER RESOURCES (MoWR)**	LAN & WAN hardware supply and installation
4	**MINISTRY OF JUSTICE (MoJ)**	Supply and installation of local area network
5	**MINISTRY OF MINES AND ENERGY (MoM)**	Supply and installation of an enterprise wide area network infrastructure
	10. FINANCIAL	
6	**DASHEN BANK OF ETHIOPIA S.C. (DB)**	WAN Interconnection of Branches In Ethiopia, Supply and maintenance Bank Note Counting Machines
7	**AWASH INTERNATIONAL BANK S.C. (AIB)**	LAN & WAN installation, Supply and Maintenance of Bank Note Counting Machines
8	**UNITED BANK S.C.**	Supply and maintenance of Bank Note Counting machines
9	**LION INTERNATIONAL BANK S.C.**	Supply of Bank Note Counting Machines
10	**OROMIA INTERNATIONAL BANK**	Supply and maintenance of Bank Note Counting Machines
11	**NIB INTERNATIONAL BANK S.C.**	Supply and maintenance

		of Bank Note Counting Machines
12	**CONSTRUCTION AND BUSINESS BANK**	Supply and maintenance of Bank Note Counting Machines and Coin Counting/Sorting machines
13	**BUNA INTERNATIONAL BANK S.C.**	Supply of Bank Note Counting machines and Supply of network equipment
14	**COMMERCIAL BANK OF ETHIOPIA**	Supply of Bank Note Counting machines
15	**ZEMEN BANK S.C.**	Supply of Bank Note Counting Machine
	11. INTERNATIONAL ORGANIZATIONS AND NGOS	
16	**UNITED NATIONS ECONOMIC COMMISSION FOR AFRICA (UNECA)**	Cisco SmartNet Services
17	**UNICEF ETHIOPIA**	Designed, supplied and installed a fully-fledged WAN infrastructure
	12. CORPORATES/ENTERPRISES	
18	**ETHIOPIAN TELECOMMUNICATION CORPORATION (ETC)**	ISP Broadband Internet project & Intranet Project Installations, & Supply
19	**DISASTER PREVENTION & PREPAREDNESS COMMISSION (DPPC)**	WAN Interconnection Installation, Early Warning & Food Monitoring Software development and installation
20	**NATIONAL URBAN PLANNING INSTITUTE (NUPI)**	LAN installation

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21	**ETHIOPIAN AGRICULTURAL RESEARCH ORGANIZATION (EARO)**	Equipment Supply
22	**ETHIOPIAN AIRLINES (EAL)**	Cisco Based Enterprise Level Network Installation Turn Key Project
23	**ETHIOPIAN AGRICULTURAL RESEARCH ORGANIZATION**	Supply of IT Equipment
24	**ETHIOPIAN ELECTRIC AND POWER CORPORATION**	Supply of Network Equipment, installation of structured Cables and Trunks
25	**PRIVATIZATION AND PUBLIC ENTERPRISE AGENCY**	Supply of Cisco equipment, Microsoft enterprise servers and Symantec antivirus
	13. **UNIVERSITIES/ACADEMIC INSTITUTIONS**	
26	**ADDIS ABABA UNIVERSITY (AAU)**	Campus Network supply of equipment and installation based on Sun & Cisco Solution Turn Key Project
27	**JIMMA UNIVERSITY**	Supply of equipment and Installation of campus network infrastructure Turn Key Project
28	**HAREMAYA UNIVERSITY**	Supply of equipment and Installation of campus network infrastructure Turn Key Project
29	**HWASSA UNIVERSITY**	Supply of equipment and Installation of campus network infrastructure Turn Key Project

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30	ADAMA UNIVERSITY	Supply of equipment and Installation of campus network infrastructure Turn Key Project
	14. PRIVATE INSTITUTIONS	
31	HARRAR BEER BREWERY(HENIKON)	Supply of equipment and installation of network infrastructure connecting factory and other sites Turn Key Project
32	MOHA SOFT DRINKS INDUSTRY	Supply of equipment and installation of network infrastructure connecting factory and other sites Turn Key Project

- **OTHER CORPORATE (LOCAL & GLOBAL)**

15. CROSS FUNCTIONAL ALLIANCES

MSS is having strategic association with the following organizations for their technical support, vast product range to collectively meet the complete spectrum of customer requirements, while simplifying the engagement model. They all blend together to make us a unique total solutions company. They are:

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IDS have 25 plus years of expertise on Hospitality Technology Software spread across 40 countries world-wide from Asia Pacific, to South Asia, Middle East and Africa.

Micro Sun and Solutions is an authorized Partner of IDS Next. Micro Sun and Solutions has been certified by Ethiopian Revenue and Customs Authority (ERCA) to interface IDS Software with fiscal printer and sell IDS Next products in Ethiopia.

MSS is APC partner through Aptec UAE. APC is one of the leading manufacturers of power management protection devices.

MSS is a recognized distributor and preferred partner of the American based Cable manufacturer and supplier of an Inflink Inc which is a world class cable and other related networking equipment manufacturer and used almost 95% of the cabling part of its project by Inflink products.

Interplast Inc. Is a very well trucking and fittings company in UAE base and distributes its product in all of the world and MSS has partnered with this giant company it has benefited with its quality trunks to accomplish almost in all of its projects and got a good and encouraging feedbacks from the end user.

Glory Global Solutions (International) Limited (Former De La Rue/Talaris) MSS is the distributor and agent of the world No. 1

manufacturer and supplier of Note/Coin counting and sorting machines. Glory is a multi-billion Dollar company operating throughout the world. In Ethiopia, 90% of banks and limited % of the public sectors are using Glory note/Coin counting and sorting machines in their day to day cash handling operation

MSS is a partner of Dimension Data. In partnering with Dimension Data MSS provides quality of service to its customers.

Dimension Data (LSE: DDT) is a leading global technology services company, specializing in the provision and management of shared IT infrastructures that enable businesses to work together seamlessly.

providing the most efficient and reliable support and other services in Ethiopia.
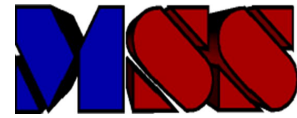
Cisco Systems is the worldwide leader in networking for the Internet. Cisco's networking solutions connect people, computing devices and computer networks, allowing people to access or transfer information without regard to differences in time, place or type of computer system.

Our target areas for Cisco services MSS is a partner and distributor of Cisco Systems in East Africa include:

☐ Enterprises

☐ Service Providers

☐ Small/Medium Business

MSS is a partner of Aptec, an Ingram Micro company, is a leading technology distributor with a wide network of resellers across the Middle East. Aptec is the authorized distributor for most of the leading IT hardware, software
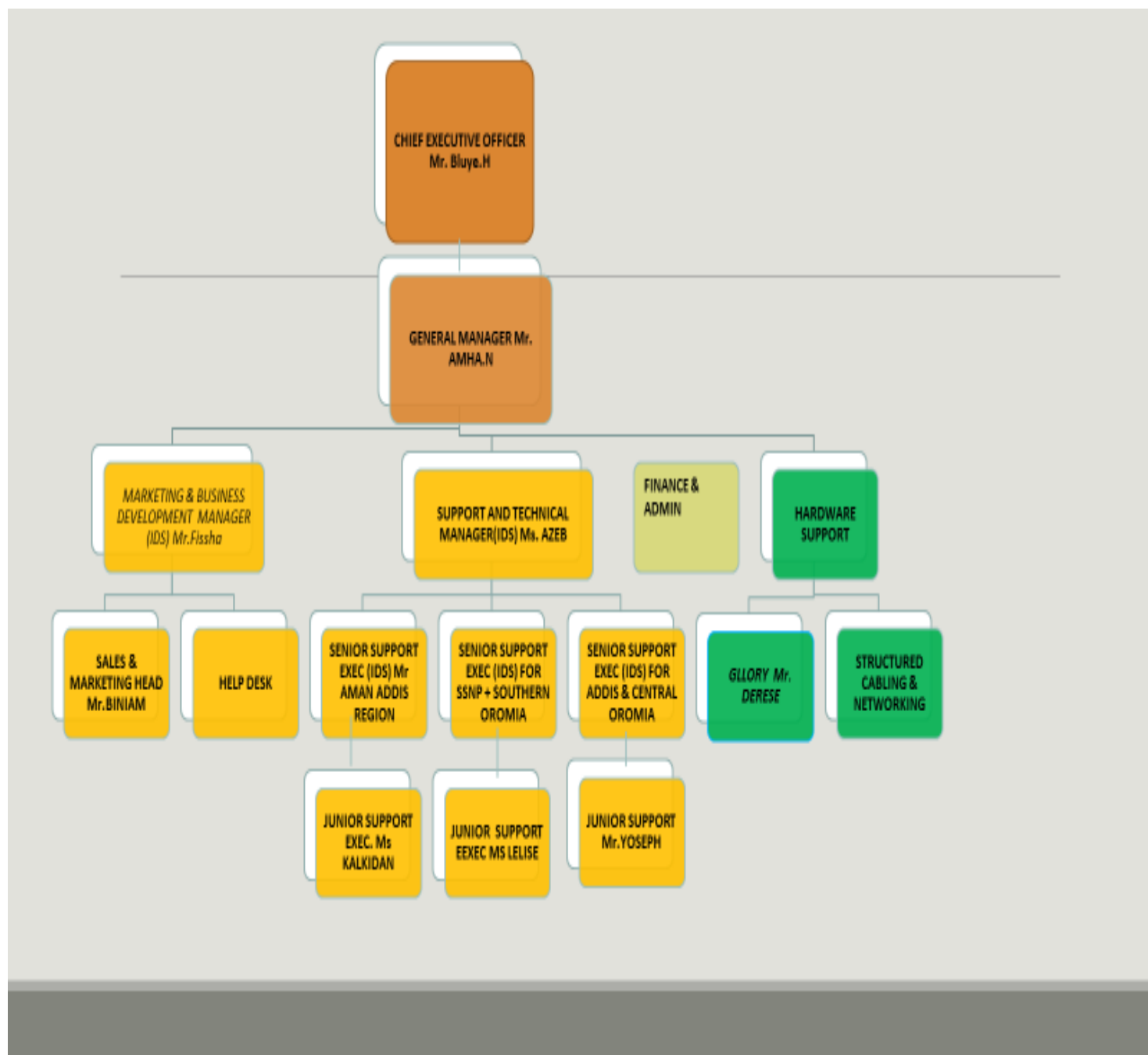
and communications manufacturers in the world. Under the brand name of Aptec Ingram Micro, the company operates in 5 countries (United Arab Emirates, Oman, Saudi Arabia, Egypt, Lebanon) from which it serves Gulf countries (UAE, Oman, Saudi Arabia, Kuwait, Qatar, Bahrain), Levant, Egypt & Libya and few countries in the Near East.

Cassida's line of products include business-grade bill counters, counterfeit detectors with industry-best false reject rates and top-performing coin counters/sorters.

Cassida products are designed, developed and tested in our San Diego, California headquarters to meet the exacting standards of business-grade use. Every Cassida product is backed by a one-year warranty and the help of a knowledgeable in-house and local support team.

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16. ORGANIZATIONAL CHART

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17. PROFESSIONAL STAFFS BY CATEGORY

Micro Sun & Solutions team

Management Team	
Name	**Position**
Mr. Bluye Haddis	Chief Executive Officer
Mr. Ameha Nurilligne	Software Support Manager/General Manager

IDS Team	
Name	**Position**
Azeb Haftom	Executive-PSG
Amanuel Endeshaw	Executive-PSG
King Solomon	Senior Support Executive
Birhan Akello	Senior Support Executive
Mohammed Nurhussein	Senior Support Executive (Part-time employee)
Kalkidan Tadesse	Support Coordinator
Yosef Kefale	Junior Support Executive
Lelisse Olani	Junior Support Executive

Sales Team	
Name	**Position**
Biniam Taye	Sales Executive
Fisseha Zeleke	Sales Director

Finance Team	
Name	**Position**
Tarekegn Samuel	Financial Adviser (Part-time employee)

Yeshimebet Wube	Finance Manager
Feleku Yimam	Accountant
Gemechu Jukora	Store keeper

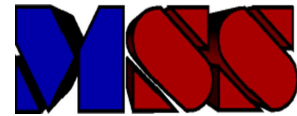| **Maintenance Team**	
Name	**Position**
Derese Belay	Note counting machine Technician I
Tigist Kibret	Customer Support Technician III
Mulugeta Assefa	Customer Support Technician III
Ezawi Deribe	Customer Support Technician III

Administrative team	
Name	**Position**
Fatuma Mohammed	Admin Assistant
Meaza Birru	Janitor
Abate Boru	Guard
Tsegaye Ejigu	Guard

	NAME	RESPONSIBILITY
	Bluye Haddis	Mr.Bluye Haddis is the Chief Executive officer and owner of the company and works also as a team leader. He is a graduate from Addis Ababa University in Electrical and Mechanical Engineering. He has been a distinguished engineer with extensive training, and several years of field experiences in the design, integration, installation and support of IT solution for many organizations. Holder of a CCNA Certificate
2.	Amha Nurilligne	He is a General Manager of Software Engineering Division. He has B.Sc Degree in Electrical and Computer Engineering. He has professional experience in Information Technology. He also has experience in hotel management software.
3.	Biniyam Taye	He is a sales Executive for the IDS Department Section with a bachelor's degree from Gondar University in Tourism Management Administration. He has taken several trainings and courses and has experience in his field of work.
4	Yeshimebet Woube	She is a Manager of Finance Division with a bachelor's degree of Business in Accounting from Admas University.
5	Fatuma Mohammed	She is an Administration Assistant with a Bachelor of Arts in Administrative Services Management & Technology System from Addis Ababa University.
6	Derese Belay	He is a note counting Machine Technician with a Diploma in Building Electrical Installation from Addis Ababa Tegebareid Technical & Vocational

		Education & Training College
7	Fisseha Zeleke	He is a Sales Director for IDS Department Division
8	Azeb Haftom	She is an Executive Professional Service Group with a Bachelor of Computer Science from Sheba University College. She also has attended trainings of Installation and Configuration of Hospitality Management Solutions. She has professional experiences and skills in areas of information technology.
9	Amanuel Endeshaw	He is an Executive Professional Service Group with a Bachelor of Computer Science from Haramaya University. He also have Higher Diploma Licence as a Certified Professional Teacher Educator.
10	King Solomon	He is a Senior Support Executive. He has MSC in Information Science with a great distinction.
11	Birhan Akello	He is a Senior Support Executive with a bachelor's in information technologies (Computer Engineering)
12	Mohammed Nurhussein	He is a Senior Network Expert with a BSc. Engineering Degree (Electrical and Electronics Engineering) from Mekelle Institute of Technology. He has Professional experiences in Information Technology.
13	Kalkidan Tadesse	She is a Support Coordinator with a Bachelor of Science in Information System from Gonder University
14	Yosef Kefale	He is a Junior Support Executive with a Bachelor of Science in Computer Science and Engineering from Bahir Dar University.

15	Lelise Olani	She is a Junior Support Executive with a Bachelor of Science in Software Engineering from Wolkite University.

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