

NOAH ABEBE

Bilingual IT Support & ITSM Specialist | Full-Stack Developer

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PROFESSIONAL SUMMARY

Bilingual (English/French) technology professional with hands-on experience operating BMC Remedy ITSM in a large public-sector healthcare environment, supporting incident and request management, user-access administration, and IT service workflows for 10,000+ Ontario Health staff. Strong analytical foundation in translating recurring operational issues into documented process improvements, paired with a full-stack development background spanning backend services, databases, and API integration. Comfortable bridging technical delivery and end-user requirements, and known for fast learning, reliability, and clear communication.

CORE COMPETENCIES

ITSM & IT Support: BMC Remedy (ITSM, Incident & Request Management), ServiceNow, Active Directory, Bomgar, TCN, Jira, ticket triage & resolution, knowledge-base documentation

Public Sector: Ontario Health (provincial healthcare) operations and end-user support; bilingual EN/FR service delivery

AI/ML Evaluation: Model output quality assessment, performance benchmarking, evaluation rubric development, structured data annotation

Analysis: Mapping recurring business/operational issues into documented process improvements and functional requirements

Development: Python, JavaScript/TypeScript, Java, C++, SQL; Node.js, Express, React, Next.js, FastAPI/Flask; REST & third-party API integration

Data & Platforms: PostgreSQL, MySQL, MongoDB, Redis; Docker, Git, Jenkins, AWS, Google Cloud, Linux

PROFESSIONAL EXPERIENCE

AI/ML Quality and Performance Specialist

Jul. 2026 – Present

Undisclosed Client (NDA)

Remote (Part-Time)

- Evaluate large language model outputs for quality, accuracy, and performance against defined rubrics, providing structured feedback that supports model improvement cycles under a signed NDA.
- Assess and score AI-generated responses across technical and reasoning tasks, identifying failure patterns and edge cases to inform evaluation criteria.
- Apply domain expertise in software development and technical problem-solving to benchmark model performance and flag inconsistencies for review.

Bilingual Tech Specialist

May 2025 – Present

Ontario Health (via Gatestone & Co.)

Toronto, ON (Remote)

- Operate BMC Remedy ITSM as the primary system of record for incident and request management, resolving 25–30 support calls and ~20 email tickets per shift at a 95% resolution rate within a public-sector provincial healthcare environment.
- Administer user access through Active Directory, perform remote troubleshooting via Bomgar, and track interactions in TCN, maintaining accurate, auditable records aligned to ITSM processes.
- Analyze and document recurring issues in BMC Remedy, turning ticket trends into reusable knowledge-base entries that reduced repeat tickets by 15% and improved first-call resolution.
- Deliver bilingual (English/French) technical support across multiple departments, serving 10,000+ Ontario Health staff and a network of 971,100+ healthcare professionals.

Full-Stack Developer Intern

Sep. 2024 – Aug. 2025

Lead International Consult (LIC)

Ontario, Canada (Remote)

- Designed, built, and maintained responsive web applications using React, Next.js, Node.js, Python, and Redis, increasing client engagement by 30% and reducing page-load times by 25%.
- Translated business reporting needs into automated workflows: built custom RFP-retrieval scripts that saved 10+ hours weekly and supported faster turnaround on 50–60 proposals per month.

- Engineered web-scraping and data-pipeline solutions that captured 1,200+ bid/tender records into secure databases, contributing to 10 successful bids.
- Integrated third-party APIs and server-side logic, improving data reliability by 40% and reducing manual intervention in reporting and analysis.

Lead Robotics Coach

Sep. 2024 – Present

Extra Ed Inc.

Toronto, ON

- Lead instruction for 25–30 students per session across 108 schools (TDSB, TCDSB, CSC MonAvenir, independent and faith-based schools), supporting 5,600+ students annually.
- Teach design, build, programming, and testing of robots alongside core coding concepts, achieving a 90% project-completion rate and 95% student-satisfaction rating.

FIRST Robotics Coach & Programmer

Jul. 2024 – Apr. 2025

Education Bank

Toronto, ON

- Mentored 15–20 students (grades 8–12) in the FRC program and built a fully functional competition robot in 4 days across electrical, hardware, and software.
- Programmed teleop and autonomous modes in Java, Python, and WPILib; a kinesthetic-teaching auto routine cut programming time by 30%, helping lead the team to 5th place provincially.

French Robotics Instructor

Jan. 2024 – Apr. 2024

Institute of Robotics & Intelligent Systems (IRIS Canada)

Ontario, Canada (Contract)

- Delivered hands-on robotics instruction in French to 20–25 students per session across EV3, Spike Prime/Essential, WeDo, Arduino, and Raspberry Pi, achieving a 90% project-completion rate.

TECHNICAL SKILLS

Languages: C++, Python, Java, Bash, SQL, JavaScript, TypeScript, HTML/CSS

Frameworks: FastAPI, Flask, Node.js, Express.js, React, Next.js, Tailwind, Vite.js, Flutter

Databases: MongoDB (Mongoose), PostgreSQL, MySQL, Redis

IT / ITSM Tools: BMC Remedy, ServiceNow, Active Directory, Bomgar, TCN, Jira

DevOps & Cloud: Docker, Kubernetes, Git, Jenkins, AWS CLI, Google Cloud Platform; Linux (Ubuntu, CentOS), macOS, Windows

Robotics & AI: ROS/ROS2, OpenCV, MediaPipe, TensorFlow, NumPy, pandas, OpenAI API, PLC; Gazebo, NVIDIA Isaac Sim, MATLAB/Simulink; WPILib, FTC SDK, FANUC ROBOGUIDE

EDUCATION

Bachelor of Science (Honours), Computer Science

Expected 2028

York University

Toronto, ON

Diploma, Computer Programming

Dec. 2025

Seneca Polytechnic

Toronto, ON

HIGHLIGHTS

- Fluent in English, French, and Amharic.
- National finalist, World Robotics Olympiad (Montreal, 2023).
- Founder, Learn Geez — a language-learning platform applying NLP/ML to preserve the Ge'ez language.