



I am writing to express my interest in the Customer Service and Sales. With Eight years of experience in the banking sector and a strong commitment to delivering exceptional financial services, I am eager to contribute my expertise to your esteemed institution.

During my career, I have had the privilege of working in various roles within the banking sector, including retail banking, investment banking, or customer service. These experiences have equipped me with a deep understanding of financial products, regulatory compliance, and the importance of building strong relationships with clients.

My track record of increasing customer satisfaction, improving operational efficiency, or achieving sales targets reflects my dedication to excellence in the banking industry. I am highly skilled in financial analysis, risk management, or client relationship management and am adept with banking software or regulatory knowledge.

I welcome the chance to discuss in more detail how my experience aligns with the requirements of the Customer Service.

You can contact me at +971582561413 or via email at tadelugetachew29@gmail.com to arrange an interview, discuss my qualifications, or request any additional information.

Thank you for considering my application. I look forward to the possibility of joining your Company and being part of a team dedicated to excellence in your company sector.

Sincerely,

Tadelu Getachew

TADELU GETACHEW

**OBJECTIVE**

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE**COMMERCIAL BANK OF ETHIOPIA***2013 - 2021*

SALES AND CUSTOMER SERVICES

- Developed and maintained excellent customer service skills, resulting in a customer satisfaction rate of 95%
- Worked closely with customers to understand their needs and provide product knowledge, upselling when necessary
- Assisted customers with returns, refunds, and any other inquiries they had
- Handled cash, credit card, and check transactions accurately and efficiently
- Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practices
- Developed and implemented creative strategies to increase customer loyalty and satisfaction

EEP*2021 - 2022*

SALES REPRESENTATIVE

- Engaged in sales activities, promoting products and services while meeting customer needs
- Improved my confidence and sales performance
- Understand of the critical role sales plays in the business world. It was a valuable stepping stone in my professional growth within the EEP.

EDUCATION**DILLA UNIVERSITY***2013*

ECONOMICS

ASHLAND UNIVERSITY*2019*

MASTERS

SKILLS

- Faster Learner, Great Customer Services , Very Attentive, Responsible, Reliable.
- Microsoft Office, Management, Customer Service, Problem Solving.
- Answering Phones, Analyzing Data, Data Entry, Customer Service, Office Practices, Use Of Office Equipment , Computer.
- Focuses sales efforts by studying existing and potential volume of dealers.
- Serves customers by selling products and meeting customer needs.

INTERESTS

Shopping

Travelling

Reading

LANGUAGES

English