

Tadelu Getachew Dinku

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Dear Hiring Team;

I am excited to submit my application for the Sales and Customer Service position at Your Company, as advertised. With over Ten years of experience in sales and customer service roles, I am confident in my ability to contribute effectively to your team and drive customer satisfaction and sales growth.

In my previous role at Commercial Bank of Ethiopia, I consistently achieved sales targets through proactive customer engagement and tailored solutions. My keen ability to understand customer needs and provide personalized service has resulted in an increase in customer retention. I have a proven track record of building strong relationships with clients, resolving complex issues swiftly, and enhancing overall customer experience.

My approach is customer-centric, focusing on listening to customer concerns and providing solutions that meet their needs. I am adept at using CRM software to track and analyze customer interactions, which helps in improving service strategies and sales techniques. My excellent communication and problem-solving skills ensure that customers feel valued and understood, fostering loyalty and trust.

I am enthusiastic about the opportunity to bring my unique blend of sales acumen and customer service expertise to Your Company.

Thank you for considering my application.

Sincerely,

Tadelu Getachew Dinku

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CONTACT

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OBJECTIVE

As a Customer Service Representative at the Commercial Bank of Ethiopia, with a background in Economics and Business Administration, I leverage my educational expertise to provide exceptional service to our clients. I assist clients with various banking services, including account management, loan applications, and investment options, ensuring they receive comprehensive support. As a Sales Representative at Afrotie Enterprise, my education in Economics and Business Administration provides a strong foundation for understanding market dynamics and business strategies. My responsibilities include engaging with potential customers, conducting market research, and developing targeted sales .My academic background equips me with the skills to not only drive sales but also to contribute to the company's strategic growth. Building lasting relationships with clients is central to my approach, ensuring sustained business success for Afrotie Enterprise.

EXPERIENCE

MARCH 2013 -
JUNE 2021

- CUSTOMER SERVICE REPRESENTATIVE**
COMMERCIAL BANK OF ETHIOPIA
For over eight years, I have worked as a dedicated Customer Service Representative at the Commercial Bank of Ethiopia. My primary responsibilities included assisting customers with their banking needs, addressing inquiries and resolving issues efficiently, and providing detailed information about the bank's products and services.

I developed a deep understanding of various banking operations, including account management, loan processing, and digital banking services. My role required me to handle a high volume of customer interactions daily, ensuring each client received personalized attention and support. I excelled in identifying customer needs, offering tailored solutions, and ensuring a seamless banking experience.

One of my key strengths was my ability to communicate effectively and empathetically, which helped me resolve conflicts and maintain customer satisfaction.

Moreover, I consistently met performance targets and contributed to the bank's growth by upselling products and services, leading to increased customer retention and satisfaction. My commitment to continuous improvement drove me to stay updated with the latest banking trends and technologies, enabling me to provide innovative solutions to our clients.

Overall, my extensive experience at the Commercial Bank of Ethiopia has equipped me with the skills and knowledge necessary to excel in customer service roles, making me a valuable asset to any organization.

SEP 2022 - DEC
2023

- SALES REPRESENTATIVE**
AFROTIE ENTERPRISE
During my two years as a Sales Representative at Afrotie Enterprises, I gained substantial experience in sales, customer relations, and market analysis. My primary responsibilities included identifying and pursuing new sales opportunities, maintaining relationships with existing clients, and achieving sales targets.

I successfully managed a diverse portfolio of clients, providing tailored product recommendations and solutions to meet their needs. My ability to understand

customer requirements and present products effectively led to significant sales growth and increased client satisfaction.

A key aspect of my role was conducting market research to identify emerging trends and potential markets. This enabled me to strategically position our products and stay ahead of competitors.

Collaboration with the marketing team was crucial in developing promotional materials and campaigns that resonated with our target audience. My dedication to continuous improvement and customer-focused approach consistently resulted in exceeding sales quotas and contributing to the overall success of Afrotie Enterprises.

EDUCATION

2013

- **DILLA UNIVERSITY**
ECONOMICS

2019

- **ASHLAND UNIVERSITY**
MASTERS OF BUSINESS ADMINISTRATION

SKILLS

- **Problem-Solving:** Quickly identifying issues and finding effective solutions is crucial for maintaining customer satisfaction and trust.
- **Product Knowledge:** A deep understanding of the products and services offered enables you to provide accurate information and make appropriate recommendations to customers.
- **Persuasion:** Convincing potential customers of the value and benefits of your products or services is a key component of successful sales.
- **Time Management:** Efficiently managing time allows for handling multiple customer inquiries and sales opportunities without compromising on quality.
- **Active Listening:** Truly listening to customers' concerns and feedback helps in understanding their needs and providing better solutions.
- **Patience:** Maintaining a calm and patient demeanor is essential when dealing with difficult customers or complex issues.

INTERESTS

- Traveling
- Reading
- Writing
- Cooking
- Watching Movies

LANGUAGES

- English
- Amharic



TADELU GETACHEW DINKU