



## **APPLYING FOR CUSTOMER SERVICE/ACCOUNTANT**

### **DANIEL DEBALKE MASRESHA**

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DUBAI U.A.E

### **OBJECTIVE**

To attain the challenging posting in the related filed Customer Service work in an organization where I can enhance my skills and contribute to the growth of the origination as well as I assure you that I will work with full of my sincerity and do justice my job and the organization.

### **PERSONAL SUMMARY**

A motivated, resilient and compellingly persuasive individual loves nothing more than helping customers resolve their problems or find things that they want. Having a professional appearance and a respectful, business-like manner, Hayley is a service orientated professional very confident when handling enquiries, complaints, and communications. Able to work to timely demands and effectively manage multiple workloads. Right now looking for a suitable position with a company that has a unique spirit and which not only believes in giving people the freedom to do a great job, but will also supports them in achieving their future ambitions.

### **PERSONAL DETAILS**

Nationality	:	Ethiopia
Gender	:	Male
Passport No	:	EP8125020
Date of Birth	:	01/01/1995
Place of Birth	:	Addis Ababa
Marital Status	:	Single
Visa Status	:	Visit Visa

### **LANGUAGE**

- ❖ English
- ❖ Amharic

### **EDUCATIONAL ATTAINMENT**

- High school completed
- Higher Secondary School Completed
- Master Degree in Accounting

## **WORK EXPERIENCE**

- **Worked as a Senior Customer Service /Accountant at Global Bank Ethiopia for 1 year 6 months**
- **Worked as a Senior Customer Service /Teller at Berhan Bank in Ethiopia for 3 years**
- **Worked as a Customer Services/Accounting at Commercial Bank of Ethiopia/Commercial Nominees PLC for 2 years and 7 months**

## **RESPONSIBILITY**

- ❖ Responding promptly to customer enquiries in person or via telephone, letter, and email – always in a professional & efficient manner.
- ❖ Using the in-house system to record necessary information and instigate actions as required.
- ❖ Processing orders, forms, applications and requests for information.
- ❖ Dealing efficiently with questions and queries from customers.
- ❖ Keeping up to date with all the company's products, services and procedures.
- ❖ Directing requests and unresolved issues to other colleagues.
- ❖ Maintaining up to date paper and computer based files and administrative systems.
- ❖ Promoting the company's products and services to customers.
- ❖ Handling objections professionally.es leads.
- ❖ Able to identify and act upon potential sales opportunities.
- ❖ Follow route and time schedule.

## **SKILLS**

- A clear and confident telephone manner
- Ability to communicate effectively with a wide range of customers.
- Proven aptitude for dealing with customer complaints.
- Extensive knowledge of Microsoft Office, Excel and Lotus Notes.
- Experience of working in a busy, inbound call centre environment.
- Dealing with customers Face to Face.
- Fully aware of the importance of data security and relevant legislation.
- Prospecting for sales leads.
- Able to identify and act upon potential sales opportunities.

## **STRENGT**

- ❖ Positive attitude
- ❖ Intellectual
- ❖ Smart worker
- ❖ Ability to accept challenges quick learner.

## **DECLARATION**

I hereby declare that above furnished information is true to the best of my knowledge  
I look forward to hearing from you in the near future.