

# YIMAM DESSALE WUDU

## Senior Customers Services Officer

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Yimam Dessale

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Addis Ababa, Ethiopia



## SUMMARY

Dedicated Bank Teller and Customer Service Officer with over 3.5 years of experience in handling financial transactions. Proficient in customer service and cash handling, consistently achieving high customer satisfaction scores. Bank tellers and customer service representatives also help customers make transactions, deposit and withdraw funds and process loans. Providing quality customer service is important in the banking industry because it makes customers feel valued, helps you meet their needs more effectively and improves your overall customer retention. And I am Very energetic, Passionate, Result oriented, Rational, Ethical, Change maker, Honest, Adaptable, fast to learn.

## EXPERIENCE

### Customers Service Specialists

#### Enat Bank S.C.

09/2021 - 7/2022 Addis Ababa, Ethiopia

- Processed an average of 50 customer transactions daily, ensuring accuracy and compliance with bank policies.
- Trained and mentored 5 new tellers, improving team performance and reducing transaction errors by 15%.
- Managed vault operations, maintaining cash levels and completing audits with zero discrepancies.
- Resolved customer complaints efficiently, resulting in a 20% increase in customer satisfaction ratings.
- Identified and prevented fraudulent activities, safeguarding over \$100,000 in bank assets.
- Promoted cross-selling of banking products, contributing to a 10% increase in sales revenue.

### Banking Association Officer

#### ZamZam Bank S.C

07/2022 - 08/2023 Addis Ababa, Ethiopia

- Conducted customer transactions, including deposits, withdrawals, and check cashing, with a 99.5% accuracy rate.
- Developed relationships with regular customers, enhancing customer loyalty and retention.
- Balanced cash drawers daily, ensuring no discrepancies and maintaining accurate records.
- Assisted in branch operations, including opening and closing procedures, resulting in improved efficiency.
- Participated in community outreach programs, increasing bank visibility and customer base.

## KEY ACHIEVEMENTS

### Customer Satisfaction Excellence

Achieved a increase in customer satisfaction scores by efficiently resolving customer issues.

### Sales Achievement Award

Contributed to a increase in branch sales through effective cross-selling of bank products.

### Perfect Audit Record

Maintained a perfect record during internal audits, ensuring compliance and accuracy in vault operations.

### Customre Service Satisfaction

Efficiently resolving customer issues,problems and Customer wants.

## SKILLS

### Cash Handling

### Customer Service

### Transaction Processing

### Fraud Prevention

### Cross-Selling

### Financial Reporting

### Generate audite report

### Customers Handling

### Basic Computers Skill

### Microsoft office

### Spreadsheet

### Excel

### Database

### Power point

### Word

### Oracle core Banking system

### iMAL core banking system

## CERTIFICATION

### Advanced Cash Handling Techniques

Offered by Enat bank s.c, focusing on enhancing accuracy and efficiency in cash transactions.

## EXPERIENCE

### Senior Customer Service Representative

#### Hijra Bank

📅 08/2023 - Present 📍 Addis Ababa, Ethiopia

- Bank tellers and customer service representatives also help customers make transactions, deposit and withdraw funds and process loans.
- Providing quality customer service is important in the banking industry because it makes customers feel valued, helps you meet their needs more effectively and improves your overall customer retention.

## EDUCATION

### Accounting and Finance

#### Tropical College of Medicine and Business College

📅 09/2018 - 11/2020 📍 Dessie, Ethiopia

### Grade 11th and 12th, Natural Science

#### Mersa General and Secondary School

📅 09/2016 - 12/2017 📍 Mersa, Ethiopia

### Grade 9th and 10th

#### Mersa General and Secondary School

📅 09/2015 - 06/2017 📍 Mersa, Ethiopia

## REFERENCES

**Samual Dagne, Enat Bank  
s.c, Barnch manager**

+251911570501

**Alem Tsehay, Tropical  
College, Business  
Department Head**

+251921568911

## CERTIFICATION

### Basic Computer Skill

Provided by Teffel school of languages and computer, to knows basic computer knowledge and compiter maintenance.

## PROJECTS

### Factors affecting the profitability of Commercial bank of ethiopia cause of Buanbuha branch, Dessie, Ethiopia

📅 09/2019 - 11/2020

Factors like,  
Numbers of customers.  
Digitalization.  
Customers satisfaction.  
Customers awareness.  
competitors.  
efficiency of bank service.  
state of information technology and  
managerial efficiency

## PASSIONS



### Financial Literacy

Passionate about educating the community on financial literacy and responsible banking practices.



### Traveling

Enjoy exploring new cultures and countries, broadening personal and professional perspectives.



### Volunteering

Active in community service, volunteering at local shelters and financial education workshops.



**Any Maintenance, Electrician,  
Designers, Team leadership,  
playing footballer**