

Ameron Kassaye

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PROFILE

Dedicated and technically skilled professional with a strong foundation in software development, client-facing roles, and problem-solving. Proven ability to manage complex projects, provide exceptional customer service, and deliver technical solutions. Enthusiastic about developing leadership skills and making a tangible impact on businesses through innovative solutions. Adept at working in team environments and passionate about tackling new challenges.

EMPLOYMENT HISTORY

Jan 2024 — Aug 2024

DEPUTY MANAGER, Mulugeta Kassaye Cross-Border Freight Transport

- Provided daily updates and addressed client concerns
- Coordinated with internal teams to resolve customs delays and operational issues,
- Built and maintained long-term relationships with clients
- Handled unexpected challenges, minimizing delays and maintaining client satisfaction.

Jun 2023 — Oct 2023

SOFTWARE INTERN, PRAGMA TECHNOLOGIES

- Assisted in coding, testing, and debugging features for the websites
- Collaborated with the design team to enhance user interfaces
- Incorporated user feedback to improve the user experience.

EDUCATION

Jan 2021 — Jul 2024

BACHELOR OF SCIENCE, ADDIS ABABA UNIVERSITY

Graduated with Great Distinction (3.57 CGPA)

Sep 2018 — Jun 2021

Highschool Diploma, ADDIS GLOBAL ACADEMY

Graduated with an average of 96.2(out of 100)

SKILLS

Coordination

Problem Solving

Web Design and Development

Leadership

Mobile Application Development

Team Working

Customer Relationship Management

Communication

LANGUAGES

English

Amharic

Arabic