

Etsegenet Yesuneh Chernet

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Profile Summary

Currently Fintech Product and Partnership Manager with over 14+ years of experience in the finance sector. Expertise in customer service, loan supervision, and cross-functional team leadership. Skilled at streamlining processes, optimizing reporting, and managing strategic partnerships to drive product growth. Passionate about product co-creation and portfolio management with a strong commitment to delivering customer-centric financial solutions.

Work Experience

Loan Supervisor, Relationship Manager, Customer Service Officer, Credit Customer Service Officer, Customer S

Location: Addis Ababa, Ethiopia

Responsibilities: As a Loan Supervisor, I oversee loan processing operations, ensuring compliance and accuracy while managing team performance. As a Relationship Manager, I build and maintain client relationships, offering tailored financial solutions to drive portfolio growth. In the Customer Service Officer and Credit Customer Service Officer roles, I provide frontline support, handle credit-related inquiries, and ensure effective resolution of customer issues across various channels.

Customer Service Officer, Junior Customer Service at Nyala Insurance S.C (2010-09-06 - 2013-07-26)

Location: Addis Ababa, Ethiopia

Responsibilities: As a Customer Service Officer in an insurance company, I respond to customer inquiries, assist with claims processing, and provide information on policy updates and renewals. I ensure customer satisfaction by resolving complaints and promoting additional coverage options. In my role as a Junior Customer Service Officer, I support senior staff, process routine transactions, and maintain accurate client records.

Education

Bachelor's Degree in Marketing and sales Management

Institution: Addis Ababa University | Dates: 2006-10-11 - 2024-10-20

Location: Addis Ababa, University

Skills & Tools

Product Management, Loan Processing, CRM Systems, Data & Reporting, Claims Management, Financial Software, Credit Management

Communication, Customer Service, Teamwork, Problem Solving, Time Management, Relationship Building, Attention to Detail, Adaptability, Conflict Resolution, Negotiation

Languages

Amharic, English

Awards & Certificates

Participation Certificate from Addis Chamber training institute (2019-03-15)

Description: Customer Relationship Management

Participation of Certificate from Zemen Bank S.C (2019-12-13)

Description: Financial Management for Bankers