

# Dawit Zeleke

dawitzeleke@gmail.com | 251915997821 | house number 535,woreda 08, addis ababa, addis ababa region,  
Ethiopia | 1968-11-23

## Profile Summary

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Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings.

## Work Experience

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### **NOC Operations and Call Center Operations Manager at Kifiya Financial Technology (2013-02-12 - 2025-05-05)**

Location: Addis Ababa, Ethiopia

Responsibilities: •Supervised daily IT Technicians activities by using Service Desk and mentored technicians

- Supervised and prepared daily readiness reports with regards to two data centers infrastructure
- Escalated special tickets with third party vendors and partners as needed
- Established a state-of-the-art call center for Kifiya and managed and trained employees set up SLA and KPI's
- Set SLA and KPI guidelines for the departments
- Monitor call center systems and delegate technicians to assist with issues

### **Lead U.S. Treasury Agent for Marketable Securities at Federal Reserve Bank of Minneapolis (1991-06-01 - 2013-05-01)**

Location: Minneapolis, MN

Responsibilities: •Assist investors in purchasing and unloading of Treasury Marketable Securities

- Provide training and mentoring for Customer Service Agents
- Approve or decline securities transactions as per U.S. Treasury Regulations
- Monitor SLA service in real time using Avaya software and distribute calls between three centers nationwide

## Education

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### **Bachelor's Degree in Bachelor of Science/ Computer Science**

Institution: Minnesota State University, Mankato | Dates: 1987-08-01 - 2025-05-05

Location: Williamsburg, MN

## Skills & Tools

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Leadership, Team Building, Planning, Problem-solving, Goal-oriented, Motivating

## Languages

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English, Amharic