

Dawit none Zeleke

Email: dawitzeleke@gmail.com | Phone: 251915997821

Address: house number 535,woreda 08, addis ababa, addis ababa region, Ethiopia

LinkedIn: nan | Website: nan

Date of Birth: 1968-11-23 00:00:00 | Gender: Male | Nationality: Ethiopian

Profile Summary

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

NOC Operations and Call Center Operations Manager at Kifiya Financial Technology (2013-02-12 00:00:00 - 2020-02-12 00:00:00)

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 00:00:00 - 2000-06-01 00:00:00)

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

Bachelor's Degree in Bachelor of Science/ Computer Science

Institution: Minnesota State University, Mankato | Dates: 1987-08-01 00:00:00 - 2025-05-05 00:00:00

Location: Williamsburg, MN

Skills & Tools

Leadership

Team Building

Planning

Problem-solving

Goal-oriented

Motivating

Languages

English, Amharic