

ABLENE MELESE

CUSTOMER SERVICE EXECUTIVE

+251 9881786176

abimelese0333@gmail.com

Addis Ababa, Ethiopia

<https://rb.gy/smpmkb>

10th June, 2024

Dear **Hiring Manager**,

I am writing to express my strong interest in the Customer Relationship Officer position at Jotun Ethiopia Paint Manufacturing PLC. With a solid background in customer service and a commitment to delivering exceptional customer experiences, I am excited about the opportunity to contribute to your esteemed company.

In my previous role at ISON Xperience PLC, I developed and gained several key competencies that align perfectly with the requirements for this position. Through effective communication, both verbal and written, I ensured that customer inquiries were addressed promptly and accurately. This, coupled with my ability to work collaboratively with colleagues, allowed me to contribute effectively to our team goals while delivering high-quality results. I consistently executed plans with determination, adhering to company procedures and demonstrating a strong commitment to achieving excellence. Additionally, my dedication to self-development led me to actively seek out opportunities for learning and growth, ensuring that I remain up-to-date with industry trends and best practices.

I am particularly drawn to this role at Jotun Ethiopia Paint Manufacturing PLC because of your company's reputation for excellence and innovation. I am confident that my proactive approach, effective communication skills, teamwork, strong execution, and dedication to self-development make me a strong fit for the Customer Relationship Officer position.

Thank you for considering my application. I am eager to discuss how my background and skills can contribute to the success of your team.

Warm regards,

Ablene

ABLENE MELESE

Customer Service Executive

+251-988-178617

abimelese0333@gmail.com

Addis Ababa, Ethiopia

www.linkedin.com/in/ablene-melese-821b36223

SUMMARY

Dynamic and certified customer-focused executive with expertise in social media moderation. currently excelling as a customer service executive at ISON Xperience PLC. Demonstrated ability to deliver exceptional service, resolve customer issues, and foster positive relationships. Leveraging strong communication skills and in-depth knowledge of social media platforms to provide efficient and effective support to clients.

EDUCATION

Addis Ababa University

BMaster's Degree in Project Management
2021 – 2023

Debre Birhan University

Bachelor of Construction Technology and
Management
2017 – 2021

St. Mary's University

Bachelor Degree in Accounting
2019 – 2023

SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Detail-oriented and able to handle multiple tasks simultaneously

CERTIFICATIONS

- Customer Experience Advisor Program Certification

PROFESSIONAL EXPERIENCE

Customer Service Executive - Inbound Customer Agent

ISON Xperience PLC | 2022 – 2023

- Provided exceptional customer service as an inbound customer agent, handling customer inquiries, resolving issues, and ensuring customer satisfaction
- Demonstrated strong communication skills to effectively address customer needs and concerns
- Collaborated with cross-functional teams to escalate and resolve complex customer issues
- Maintained accurate and detailed records of customer interactions and transactions
- Consistently met or exceeded performance targets and metrics
- Contributed to the improvement of customer service processes and procedures

Customer Service Executive - Social Media Moderator

ISON Xperience PLC. | 2023 – To day

- Provide exceptional customer service through social media platforms, ensuring prompt and effective resolution of inquiries and complaints
- Moderate and monitor social media channels, promptly responding to customer feedback and maintaining a positive brand image
- Collaborate with cross-functional teams to address complex customer issues and provide suitable solutions
- Identify trends and patterns in customer feedback to contribute to product and service enhancements

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ABABA

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UNIVERSITY



FORM/020/81

July 20, 2023



UNIVERSITY REGISTRAR

TEMPORARY CERTIFICATE OF GRADUATION

This is to certify that

Abelene Melese Bekele

Graduated from College of Business and Economics

With Masters of Arts Degree

In Project Management

On July 19, 2023

*This certificate of graduation has been given
Pending the printing and issuance of the actual
diploma.*

UNIVERSITY REGISTRAR



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ዓመተ ምህረት ተሰጠ፡፡

The senate of Debre Berhan University by virtue of
the powers vested in it by the Council of Ministers
Regulation Number 351/2009 here by grants:

Bachelor of Science Degree in Construction
Technology and Management

To **ABELENE MELESE BEKELE**

with all honours, privileges and obligations pertaining
thereto and in witness thereof the signature of the
appropriate officers and the seal of Debre Berhan
University are hereunto affixed to the diploma issued
in Debre Berhan on this **twenty eighth day of the**
month of June in the year two thousand twenty one.

የዩኒቨርሲቲው ፕሬዝዳንት
President of University

የዩኒቨርሲቲው ፕሬዝዳንት
President of University



በቀላ መንዛ ዳምጼ (PhD)
Bekele Meaza Damtae (PhD)
ሬጅስትራር እና አልሙናይ ዳይሬክተር
Registrar and Alumni Director

የዩኒቨርሲቲው ሬጅስትራር
University Registrar

DEBU No 001596

St. MARY'S UNIVERSITY

OFFICE OF THE REGISTRAR

Temporary Certificate of Graduation

የደንብ ማርያም
የኢኮኖሚክስ



This is to certify that

ABELENE MELESE BEKELE

Has graduated from St. Mary's University

With Bachelor of Arts Degree in

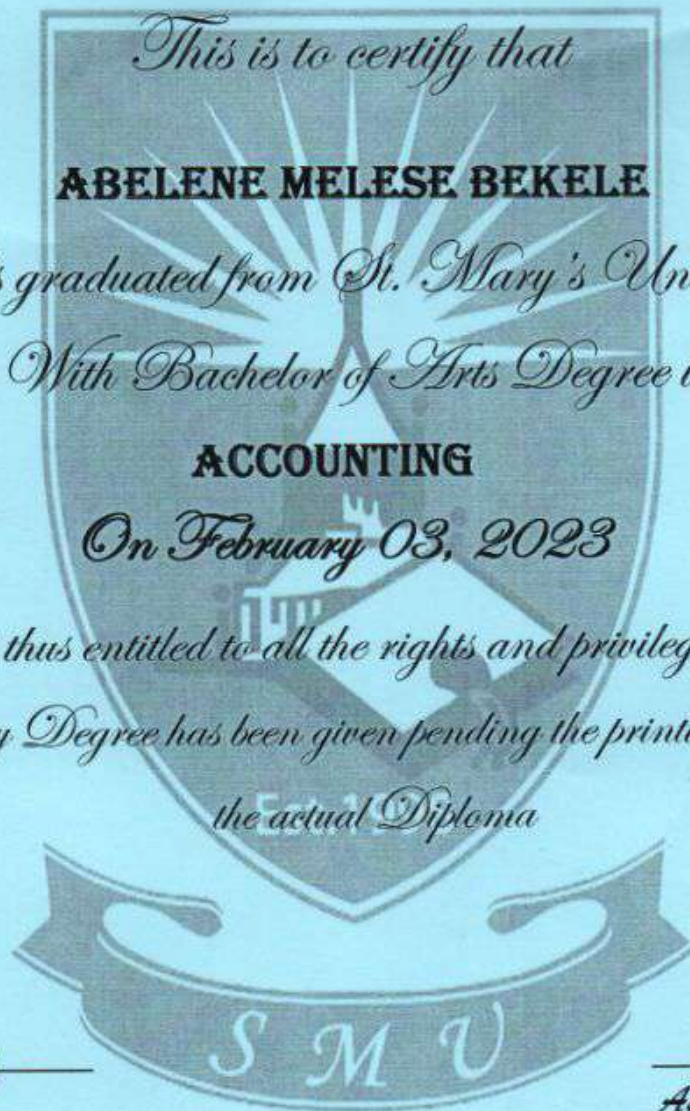
ACCOUNTING

On February 03, 2023

and is thus entitled to all the rights and privileges thereof.

*This temporary Degree has been given pending the printing and issuance of
the actual Diploma*

21 FEB 2023
Date




Associate Registrar



CODL - Registrar
MCM - 680764



Ablene Melese

Is a Certified Customer Experience Advisor and has successfully completed

iSON NEW HIRE INDUCTION PROGRAM

Module 1: Introduction to Customer Experience | Module 2: Introduction to GSM & Data | Module 3: Safaricom Product & Services
Module 4: Terminal & Devices | Module 5: Safaricom Systems

Regional Skills Development Head

Account/Client:



On this day August 10, 2022



Country Head – Vice President Operations