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PROFESSIONAL SUMMARY

I am working Sales at Luggage Solutions NZ LTD, Christchurch International Airport. The company provides: Managing the short and long term luggage storage facility. Security film wrapping of luggage. Completing domestic and international freight contacts of excess luggage. And Selling luggage and travel accessories The business is manned by one rostered sole charge staff member at the time. My role is to maintain high quality customer service, conduct all daily administration, including cash up and reporting, providing detailed information as well as being responsible for daily managements.

Previously, while working for Gibson School Systems I taught English Grammar, Spelling Handwriting and Composition for 6 years after completing a Pedagogy qualification. I like to help students with enthusiasm and integrity to help them to not only achieve academically but in all aspects as a whole child approach. I developed good work ethic on interacting with students, parents and all school stakeholders.

I attained a Bachelor degree from Hawassa University, Ethiopia; after which I worked for one year for the Ethiopian Ministry of Tourism. While I was a tour guide, I guided tourists to visit different lakes, rivers, national parks, historical sites, monuments, monasteries, farms, industries, and research centres and took different trainings. This has helped me improve my knowledge, communication skills, work conduct and the desire to help others. I consider myself to be hardworking, reliable, responsible and most of all courteous towards my work colleagues and customers. I am prepared to undertake a work trial to show my abilities if the opportunity arises.

KEY COMPETENCIES

Punctual, Honest and Reliable

- *Ability to work for flexible work time and cover shift at difficult times.*
- 'Best Teacher of the Quarter' award from the school that I worked in.

A Dedicated Hard worker

- I planned in advance and worked towards my plan to achieve excellent result on the work overall performance in all aspects.
- I have prioritised my time well and ensured that I have achieved my goals and met all of my obligations, on time and to a high standard.
- I have proven myself to be highly motivated and shown skills in planning and self-management of my time.
- I cover shifts most often for any staff members.

Excellent Communication skills

- I was able to interact with a diverse range of people from all backgrounds and ages. Because I was working in school, tour company and now in the airport. As a result, I can offer excellent work conduct and effective working relationships.

Very high attention to detail

- I apply myself to tasks and take pride in completing my work to a high standard. As a result, I have received excellent feedback from my colleagues, team leaders, and managers.
- Got good feedback and appreciation from customers.
- I got salary raise within less than a month due to my hard work.
- I can work quickly and accurately.

Willing and Quick to Learn new skills

I am always curious about learning new skills and investigating how things work.

I like to challenge myself as it gives me an opportunity to learn new skills.

I would commit to learning any workplace policies and procedures and work hard to ensure that I followed these closely.

I like to work in an environment where there's always something to do because I like to be busy and proactive.

Friendly

- I am polite and honest person, always willing to help those in need as it gives me sense of satisfaction. As a result of my helpful and polite nature I have had an experience helping co-workers.
- I got good appreciation from the customers where I am working in currently.

Other skills

- Excellent numerical skills as evidenced by my mathematical results during my secondary and university education.
- Adaptable and flexible to change to work demands. I am open to working hours to suit the company's activities and team needs.
- Excellent customer service.
- Enjoy working in a team or independently. I am reliable and enjoy interacting with people.

EMPLOYMENT HISTORY

2018-currently

Sales

Luggage Solutions NZ LTD, Christchurch International Airport

Duties:

- Maintain high quality customer service.
- Conduct all daily administration.
- Cash up and reporting
- Providing detailed information.
- Responsible for daily managements.

2012_2018

Teacher

Gibson School Systems, Ethiopia

Duties:

- Main teacher.
- Taught English Spelling, Reading, Grammar, Composition and Handwriting.
- Club leader and preparing teaching aides.

2011-2012

Tour Guide

Ethiopian Ministry of Tourism

Duties:

- Guiding tourists to site seeing, hiking, wild animal viewing and walk in forest.
- Attending yearly festivals and religious celebrations.
- Explaining about the natural attractions, historical sites and monuments.

EDUCATION

- Pedagogy Training, Gibson School Systems 2012-2013
- Tourism and Management, Hawassa University, Ethiopia 2007-2010
- Sales training, Luggage Solutions NZ LTD, Christchurch International Airport
- Diploma in IT support from Whitecliffe IT school New Zealand, 2022

CO-CURRICULAR ACTIVITIES

- NZ full licence
- Tutoring students
- Ms Word, Ms excel, power point
- Web development
- Librarian
- Volunteered- Environmental clubs

INTEREST and HOBBIES

- Helping others
- Playing sport
- Volunteering
- Reading academic, nonfiction and fiction books
- Playing pool
- Hiking

REFEREES

- Mrs. Helga Domby
Manager of Luggage Solutions NZ LTD
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- Dr. Leea Gibson
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