



Michael Mekonnen

IT SUPPORT | CUSTOMER SERVICE SPECIALIST

About me

Dedicated Customer Service Specialist and IT support with a proven track record of delivering exceptional customer experiences. I specialize in understanding client needs and providing effective solutions, coupled with the ability to troubleshoot technical issues and maintain positive customer relationships.

Currently pursuing a Master of Science degree in Digital Marketing at WSB University, I am committed to staying at the forefront of the latest trends and strategies in the digital marketing field. Additionally, I hold certifications in PHP and have completed an IT support boot camp, enhancing my programming and IT skills.

My career objective is continuous growth, and I am eager to connect with professionals who share my passion for customer service and IT support. Let's explore opportunities to collaborate, learn, and collectively contribute to the world of exceptional customer service.

Studies and education

Information Systems , Universty Of Gondar

Ethiopia | 2017 - 2021

The Bachelor's Degree in Information Systems prepares me to effectively utilize technology to support organizational goals and solve complex business problems. It combines aspects of computer science, business administration, and information technology to provide a well-rounded education in managing and leveraging information systems.

Work experience

IT Support Specialist, Digital Shemane PLC

Ethiopia | 2019 - 2022

- Provided comprehensive IT support to ensure the smooth functioning of digital systems and technology infrastructure.
- Collaborated with cross-functional teams to troubleshoot and resolve hardware and software issues promptly.
- Conducted system diagnostics, identified problems, and implemented effective solutions to minimize downtime.
- Assisted in the planning and execution of IT projects, including system upgrades and network enhancements.
- Responded to user queries and provided timely technical assistance through various channels, maintaining a high level of customer satisfaction.
- Conducted training sessions for end-users to enhance their understanding of IT tools and best practices.
- Monitored and maintained the security of IT systems, ensuring compliance with industry standards and company policies.
- Collaborated with vendors to procure hardware and software, negotiating cost-effective deals to optimize the IT budget.
- Documented IT processes, procedures, and troubleshooting steps to create a knowledge base for future reference.
- Participated in on-call rotations to address urgent technical issues outside regular working hours.

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Languages

English	Native
Amharic	Native

Skills

Communication

Analytical Abilities

Resourcefulness

Emotional Intelligence

Adaptability

Hardware Troubleshooting

Operating Systems

Networking

Excellent Communication

Patience and Empathy

Customer Service

Interpersonal Skills

Documentation

Attention to Detail

Time Management

Data Protection

Server Management

Active Directory

customer service representative, Foundever

Gdansk, poland | 2022 - 2023

- Delivered exceptional customer service by promptly responding to inquiries, resolving issues, and ensuring a positive customer experience.
- Managed a high volume of customer interactions through various channels, including phone calls, emails, and live chat, meeting and exceeding service level expectations.
- Demonstrated in-depth knowledge of Foundever's products/services, policies, and procedures to provide accurate information to customers.
- Collaborated with cross-functional teams to address complex customer issues, escalating when necessary, and ensuring timely resolution.
- Maintained detailed and accurate records of customer interactions and transactions using the company's CRM system.
- Identified opportunities to improve customer satisfaction and provided feedback to the management team for process enhancements.
- Assisted in the development and delivery of customer service training programs for new hires.
- Conducted customer satisfaction surveys and analyzed feedback to implement improvements in service delivery.
- Consistently met or exceeded performance metrics, including average handling time, first-contact resolution, and customer satisfaction scores.
- Collaborated with the sales team to identify upselling and cross-selling opportunities, contributing to revenue growth.

Key Achievements:

1. Achieved an outstanding customer satisfaction rating of 95%, exceeding the company's benchmark and showcasing a commitment to delivering exceptional service.
2. Consistently met or exceeded performance metrics, maintaining an average handling time of 12% below the company's target, demonstrating efficiency in resolving customer inquiries.
3. Implemented a streamlined process for handling customer inquiries, resulting in a 20% reduction in response time and improving overall customer experience.
4. Collaborated with the sales team to identify upselling and cross-selling opportunities, contributing to a 15% increase in revenue from existing customers.
5. Recognized for excellence in service delivery with a performance award for achieving a first-contact resolution rate of 92%, significantly above the company's goal.
6. Conducted customer satisfaction surveys, analyzed feedback, and implemented improvements, leading to a 10% increase in overall customer satisfaction over the course of the year.