

Dear Committee members and executive management of the bank; Thank you a lot for giving me this chance!!!

1. My Vision when I nominated as Customer Relation Ship Manager of Bishoftu Branch

"To put in place excellence in lending at Bishoftu Branch in 2023/24."

2. What I'm going to do when I delegated to the captioned post?

I work on four main actors of loan delivery

- a. **My team:** as you know manpower is a core input to succeed in any management. Thus, I strongly do on this indispensable input through developing culture of doing in team and team spirit, bridging both knowledge and skill gaps by discussion, on job training, experience sharing and peer teaching. Further, I develop a sense of ownership in every team or staff of my domain since we are the one and the most lender of public money. Moreover, I encourage my team and staff to upgrade their educational enrollment.
- b. **My customer:** First and for most, I establish a mechanism by which every customer of my Branch and District knows all the services that he/she can get from us and the attached requirements he/she should fulfill. Along with this, an instruction on his/her duties and responsibilities will be delivered.
- c. **Stakeholders or government organs:** Since all types of loan granted from our bank is supposed to have sufficient and concurrent support of stakeholders; I will aware them our services, mode of financing and the required documents.
- d. **Reports:** timely and quality report to all concerned organ of the bank will be put in place.

3. How can I support the reform?

Achieving the targets assigned to my district along with hard works on the above actors of loan no doubt; I will contribute much for achievement bank's vision and reform.

4. Reason of my selection? Two reasons can be mentioned here

- a. **My experience:** Since my joining of DBE in 2016 I have been working on loaning units by senior loan officer for the last 5 years and 9 months. Additionally, I have been working on different position (Cashier, Accountant, Urban Financing, and Customer Service I-III) in different companies (Turquois General Business PLC, Oromia Credit and Saving Company and Bunna International Bank S.C at least more than seven years.
- b. **My educational qualification:** I have BA degree in Accounting and MBA in Business Administration. So, it seems suit to DBE needs.

Best Regards


Ketema Anusa