Date 28/09/2021

Dear Sir or Madam

I am proud of being   one of candidate for the new Management position in DBE's implementation of new organizational structure. My main target could be to turn the bank's vision, mission and core values in to full implementation and to attain sustainable strategic plan of the bank. Hence, to do so; I am a hard-working and determined professional seeking an opportunity to succeed in such a dynamic change that has been commenced in our Bank recently. I am confident that my knowledge, ability, interpersonal skill and experience that I have acquired in this and out of the Bank enables me to deliver successful results for the Bank in a range of managerial positions.   Here are to highlight my key skills that allow me to be successful:

- I am able to effectively manage my time via careful planning and organizing of work activities.
- Excellent us of T-24 Core banking system
- Strong time management and eagerness to develop organizational skills.
- I have excellent communication skills that enable me positive interpersonal relationship.
- I have a capacity to understand, identify and resolve problems efficiently.
- Ability to make sound decision based on valid information.
- I have a capacity to learn new system and apply the new system quickly and accurately; and my past experience I acquired from Ethiopian Customs and Revenue Authority in different positions and my current Baking experience in DBE enable me to undertake Customer Relationship Team Manager Responsibilities. Hence I am ready to improve customer service quality by identifying and understanding customer needs and providing prompt resolution for customer complaint along with my team mates in a professional manner. I have also intended to provide excellent service to the customer in order to maintain positive reputation of the Bank. Lastly, am convinced myself that I can be an asset in any position requiring hard work, enthusiasm and reliability and I am looking forward to hearing from you in the near future.

Sincerely

Jimma Desalegn

Sr. Accountant