

# Kediest Zeleke

**Date of birth:** 09/02/1998 | **Nationality:** Ethiopian | **Gender:** Female | **Phone number:** (+251) 0943802853 (Mobile) |  
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## ABOUT ME

Detail-oriented Customer Service Officer with expertise in document preparation, report writing, and proposal development. Currently supporting Awash Bank by managing customer accounts, enhancing service processes, and driving revenue through effective product recommendations. Skilled at transforming complex data into clear, actionable insights, with a focus on delivering high-quality, strategic documents that align with organizational goals.

## EDUCATION AND TRAINING

12/06/2023 – CURRENT Online, United States  
**MASTER'S IN BUSINESS ADMINISTRATION** Univetsity of People (Online)

- **Global Business Acumen:** Developed a comprehensive understanding of international business dynamics, equipping me to navigate complex global markets and cultural nuances effectively.
- **Leadership & Strategic Management:** Enhanced leadership capabilities through advanced coursework in strategic management, organizational behavior, and team dynamics, fostering the ability to lead diverse teams and drive high-performance outcomes.
- **Analytical Decision-Making:** Cultivated strong analytical and critical thinking skills, enabling data-driven decision-making and strategic planning to achieve competitive advantage in various business environments.
- **Financial Expertise:** Acquired in-depth knowledge of financial management, including financial analysis, investment strategies, and budgeting, ensuring effective resource allocation and sustainable growth.
- **Marketing & Brand Strategy:** Mastered the design and implementation of effective marketing strategies informed by global market research and consumer behavior insights, enhancing brand presence and customer engagement across diverse markets.
- **Operational Excellence:** Gained expertise in operations management and supply chain optimization, focusing on improving efficiency and reducing costs while maintaining quality standards.
- **Capstone Project:** Completed a capstone project addressing a real-world international business challenge, presenting innovative solutions that demonstrated practical application of business concepts and strategic thinking.
- **Cross-Cultural Communication:** Developed proficiency in cross-cultural communication and negotiation, essential for effective collaboration in international business settings.

**Website** <https://www.uopeople.edu/> | **Field of study** Finance, banking and insurance , Management and administration

13/03/2021 – 16/07/2023 Addis Ababa, Ethiopia  
**MASTER'S IN PROJECT MANAGEMENT** PBTAfrica College

- **Advanced Project Planning:** Acquired expertise in project scope definition, resource allocation, and strategic timeline management to drive successful project outcomes.
- **Risk Management & Problem Solving:** Developed strong skills in identifying potential risks, implementing mitigation strategies, and adapting to project challenges with proactive solutions.
- **Budgeting & Financial Oversight:** Mastered techniques for precise budgeting, cost control, and financial tracking to keep projects within financial limits while maximizing value.
- **Stakeholder Engagement & Communication:** Learned effective methods for managing stakeholder relationships, conducting clear and timely project communications, and aligning project goals with stakeholder expectations.
- **Quality Management & Compliance:** Gained knowledge of quality assurance processes, ensuring that project deliverables consistently meet standards and comply with industry requirements.
- **Team Leadership & Collaboration:** Enhanced leadership abilities for coordinating cross-functional teams, fostering collaboration, and achieving high performance across diverse groups.
- **Analytical Documentation & Reporting:** Built expertise in documenting project progress, preparing strategic reports, and translating complex project insights into actionable recommendations.

**Website** <http://www.pbta.edu.et/> | **Final grade** 3.1 /4.00

- **Accounting & Financial Reporting:** In-depth knowledge of financial accounting principles, including preparation and analysis of financial statements in alignment with IFRS standards, enabling accurate and compliant financial documentation.
- **Audit & Compliance:** Strong foundation in auditing processes, tax accounting, and regulatory compliance, ensuring accuracy and adherence to industry standards across financial reports and statements.
- **Data Analysis & Financial Interpretation:** Skilled in analyzing financial data to derive insights, supporting the creation of clear, data-driven proposals, budget plans, and strategic recommendations.
- **Proposal & Report Development:** Experienced in preparing comprehensive financial reports, project documentation, and persuasive proposals, with a focus on clearly communicating financial insights and business value to stakeholders.
- **Budgeting & Financial Planning:** Competent in budgeting, forecasting, and financial planning, contributing to efficient financial management and strategic resource allocation.
- **Client & Stakeholder Communication:** Proven ability to present complex financial information in a clear, accessible manner, tailored for varied audiences to support informed decision-making.

Website <https://riftvalleyuniversity.org/> | Field of study Accounting and taxation , Marketing and advertising |

Final grade 3.3 /4.00

## ● **HONOURS AND AWARDS**

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10/01/2021

### **International Financial Reporting Standard's(IFRS) – Saint Mary University**

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- **Comprehensive IFRS Knowledge:** Developed an in-depth understanding of key IFRS principles, including revenue recognition, financial instruments, leases, and fair value measurement.
- **Financial Statement Preparation & Documentation:** Trained in preparing, documenting, and presenting financial statements in compliance with IFRS standards, ensuring accuracy, transparency, and thorough record-keeping.
- **IFRS Compliance & Conversion Reporting:** Proficient in applying IFRS standards for recognizing, measuring, and disclosing assets, liabilities, income, and expenses, with expertise in converting financial statements from local GAAP to IFRS.
- **Impact Analysis & Reporting:** Skilled in analyzing and documenting the impact of IFRS on financial reporting and corporate governance, creating clear, comprehensive reports that support strategic decision-making.

03/03/2021

### **Computer application – Cpu Business and Information Technology college**

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- **Microsoft Office Proficiency:** Advanced skills in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), including document creation, formatting, and data analysis.
- **Data Management & Reporting:** Competent in database management, data entry, and report generation, providing organized and accurate documentation.
- **Spreadsheet & Data Analysis:** Skilled in performing basic to intermediate data analysis in Excel, including functions, pivot tables, and charts for effective data interpretation.
- **Digital Communication & Organization:** Experienced in managing emails, calendars, and online scheduling tools to enhance workflow efficiency.
- **IT & Troubleshooting Basics:** Gained foundational skills in troubleshooting common software issues, ensuring smooth operations and minimizing technical disruptions.

03/05/2022

### **Bank product and Digital Services – Awash Bank**

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- **Comprehensive Knowledge of Banking Products:** Gained expertise in a variety of banking products, including deposit accounts, loans, credit cards, and investment services, enabling effective customer support and recommendations.
- **Digital Banking Solutions:** Trained in the use and promotion of digital banking services, including online banking platforms, mobile applications, and electronic payment systems, enhancing customer convenience and satisfaction.
- **Customer Service Excellence:** Developed strong skills in providing exceptional customer service, addressing inquiries about products and services, and resolving issues related to digital banking.
- **Sales Techniques & Upselling:** Learned effective sales strategies to upsell banking products, resulting in increased customer engagement and branch revenue.
- **Regulatory Compliance & Security Awareness:** Acquired knowledge of banking regulations and best practices for maintaining customer data security, ensuring compliance with industry standards.

● **DIGITAL SKILLS**

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Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access | Microsoft Office (Access, Excel, Word, Outlook, PowerPoint, Publisher) | Google (Google Drive, Google Docs, Google Slides, Google Sheets, Google Meets, Google Trends))

● **WORK EXPERIENCE**

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09/10/2024 – CURRENT Addis Ababa, Ethiopia  
**OPERATIONS MANAGER (SEASONAL) AWASH BANK**

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- **Strategic Planning & Implementation:** Develop and implement operational strategies to enhance efficiency, productivity, and overall business performance in alignment with organizational goals.
- **Process Optimization:** Analyze current operational processes and identify areas for improvement, implementing best practices to streamline workflows and reduce costs.
- **Team Leadership & Development:** Lead and mentor a team of employees, fostering a positive work environment, setting performance goals, and conducting regular performance evaluations.
- **Budget Management:** Oversee budget planning and financial management, ensuring resource allocation aligns with operational objectives and optimizing expenditure.
- **Project Management:** Coordinate cross-functional projects from conception to execution, ensuring timelines, budgets, and quality standards are met.
- **Customer Relationship Management:** Maintain strong relationships with clients and stakeholders, addressing concerns and ensuring high levels of customer satisfaction.
- **Risk Management:** Identify potential risks to operational effectiveness and develop strategies to mitigate these risks, ensuring business continuity and compliance with regulations.
- **Performance Metrics & Reporting:** Establish key performance indicators (KPIs) to monitor operational performance, preparing reports and presentations for senior management to inform decision-making.
- **Technology Integration:** Evaluate and implement new technologies and systems to enhance operational capabilities, ensuring alignment with business objectives and user needs.

27/12/2022 – CURRENT Addis Ababa, Ethiopia  
**CUSTOMER SERVICE OFFICER AWASH BANK**

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- **Customer Support & Inquiry Resolution:** Provide prompt and professional assistance to customers regarding banking products, services, and digital platforms, effectively addressing inquiries and resolving issues.
- **Product Promotion & Upselling:** Actively promote bank products and digital services to customers, utilizing effective sales techniques to enhance customer engagement and drive branch revenue.
- **Account Management:** Assist customers in managing their accounts, including opening new accounts, processing transactions (deposits, withdrawals, transfers), and updating account information.
- **Digital Banking Guidance:** Educate customers on the use of digital banking tools, including online banking and mobile apps, ensuring a smooth transition and encouraging adoption of digital services.
- **Compliance & Security Adherence:** Ensure all customer interactions comply with banking regulations and security protocols, protecting customer information and maintaining trust.
- **Documentation & Reporting:** Maintain accurate records of customer interactions, feedback, and transactions, generating reports as needed for performance tracking and process improvement.
- **Team Collaboration & Training:** Collaborate with team members to share knowledge and insights, participating in training sessions to stay updated on new products, services, and industry trends.
- **Customer Feedback Analysis:** Gather and analyze customer feedback to identify areas for improvement in service delivery and product offerings, contributing to enhanced customer satisfaction.

● **MANAGEMENT AND LEADERSHIP SKILLS**

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**Team Leader Awash Bank**

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- **Operational Efficiency:** Oversee day-to-day operations, implementing processes that enhance efficiency and reduce costs while ensuring adherence to regulatory standards.
- **Team Leadership:** Lead and mentor a team of customer service representatives, fostering a collaborative and high-performance culture through training and development initiatives.
- **Strategic Planning:** Develop and implement operational strategies aligned with the bank's objectives, utilizing data analysis to inform decision-making and process improvements.
- **Performance Monitoring:** Establish and track key performance indicators (KPIs) to assess operational effectiveness, preparing reports for senior management to inform business strategies.

● **RECOMMENDATIONS**

**Gemechu Belihu** Customer Service Manager

Customer Service Manager  
Awash Bank

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**Girma Gudisa** Head of Department, Accounting and Finance

Head of Department, Accounting and Finance  
Awash Bank

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**Goshu Desalegn** instructor

Rift Valley University instructor

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● **LANGUAGE SKILLS**

Mother tongue(s): **AMHARIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user