



Merawit Sishah Kifle

Date of birth: 23/10/2000 | **Nationality:** Ethiopian | **Gender:** Female |

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ABOUT ME

I am a dedicated and motivated individual with a strong passion for the banking industry. Over the past year, I have worked as a Customer Service Officer at Bunna Bank in Ethiopia, where I have honed my skills in various areas. I possess excellent communication skills and can effectively interact with individuals at all levels. I am a quick learner and have developed analytical and financial skills that are vital in the banking sector. Additionally, my experience has enhanced my computer proficiency, problem-solving abilities, and resilience.

EDUCATION AND TRAINING

02/09/2018 – 18/11/2021 Addis Ababa , Ethiopia

BACHELOR'S DEGREE IN ACCOUNTING AND FINANCE Unity University

Website <https://uu.edu.et/>

WORK EXPERIENCE

08/09/2022 – CURRENT Adama , Ethiopia

CUSTOMER SERVICE OFFICER BUNNA BANNK

- Handling customers financial transaction
- Account opening and maintenance
- Aross selling produts and marketing
- Record keeping and documentations
- Complaint resolution
- Building relationship on the behalf of the bank

LANGUAGE SKILLS

Mother tongue(s): **AMHARIC**

Other language(s):

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

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

● ADDITIONAL INFORMATION

HOBBIES AND INTERESTS

Listening spritual books and songs In my personal time, I have a deep interest in spirituality and self-improvement. I find solace and inspiration in listening to spiritual books, which have expanded my knowledge and provided me with valuable insights.

Management and leadership skills I am interested in:-

- Monitoring sales target
 - Excellent on market proficiency
 - Effective problem solving
 - Customer handling an so on.
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With my strong skills in sales target monitoring, market proficiency, effective problem-solving, and customer handling, I am confident in my ability to make a positive impact in any organization. I am eager to contribute my expertise and drive results, while continuously learning and growing in a dynamic professional environment. I am excited about the opportunity to bring my passion, dedication, and strong work ethic to a new role. Thank you for considering my application.

Adama (Naziret),Ethiopia