

Mekides Teshome Tefera

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Work Experience

Activation and Provisioning Support Administrator (Sep 2022 - Mar 2024)

Ethio Telecom - Addis Ababa

- Spearheaded the activation and provisioning of customer accounts, ensuring timely and precise service delivery.
- Collaborated cross-functionally to troubleshoot issues, improving resolution times and client satisfaction.
- Maintained comprehensive records of all provisioning activities, enabling transparency and compliance.

Customer Profile Management Administrator (Jan 2021 - Sep 2022)

Ethio Telecom - Addis Ababa

- Led the management of customer profiles, implementing streamlined processes to enhance data accuracy and accessibility.
- Analyzed customer feedback to improve retention strategies and service offerings.
- Played a pivotal role in resolving complex customer issues, driving a high standard of customer service.

Contact Center Advisor (May 2016 - Jan 2021)

Ethio Telecom - Addis Ababa

- Delivered exceptional customer service, addressing inquiries and resolving complaints efficiently.
- Consistently achieved top ratings for client satisfaction and service delivery.

Core Competencies

- Customer Relationship Management
- Service Activation & Provisioning
- Database Management (MySQL, MS SQL Server)
- Object-Oriented Programming (C++, Java, C#)
- Website Development (PHP, ASP.NET)
- Team Training & Development
- Problem-Solving and Conflict Resolution
- Fluency in Multiple Languages (English, Amharic, Oromifa)

TRAINING

- Entrepreneurship and small business management, Jigjiga University, 2007
- Federal Ethics and anti-corruption



Education History

- 1992-1999 completed grade 1-8 at Leul Ras Mekonen Menfesawi School [] 2000-2001
- Completed grade 9-10 at Harar Senior Secondary School [] 2002-2003
- Completed grade 11-12 at Aboker Preparatory School [] 2004-2007 Studied
- Computer Science at JIGJIGA UNIVERSITY regular program and graduated in 2007 EC /2015 GC.