

## MESERET GACHENA DIRISA

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## PROFESSIONAL SUMMARY

Motivated, results-oriented professional with a diverse background in project management, sales, customer service, and IT support. A **Bachelor of Science in Civil Engineering** graduate currently pursuing a **Computer Science degree** at the University of Greenwich. Proven success in leading teams, managing customer relationships, and driving business outcomes. Strong background in volunteering as a receptionist at NHS Trust, with adaptability and a keen interest in continuous personal and professional development.

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## EDUCATION

### Computer Science (Current Student)

University of Greenwich, London, UK

*September 2024 – Present*

### NVQ Level 2 in IT and Digital Technology

College of Haringey, Enfield, and Northeast London, London, UK

*September 2023 – July 2024*

### GCSEs in Maths and English

West London College, London, UK

*September 2023 – July 2024*

### UCL Bridging the Future Summer School

University College London (UCL), London, UK

*July 3, 2023 – August 10, 2023*

### Bachelor of Science in Civil Engineering

Haramaya University, Harar, Ethiopia

*October 2012 – June 2016*

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## PROFESSIONAL EXPERIENCE

### Volunteer Receptionist

NHS Trust – London, UK

*September 2023 – Present*

- Greet patients and visitors, providing a welcoming atmosphere and ensuring a positive experience.
- Manage incoming calls, schedule appointments, and assist with general administrative duties.

- Ensure confidentiality by maintaining accurate and up-to-date patient records.
- Provide support to the healthcare team, contributing to smooth daily operations.

### **Customer Service Receptionist**

*The Pillar Hotel – London, UK*

*July 2024 – September 2024*

- Greeted and assisted guests, managing check-ins and check-outs, and addressing guest inquiries.
- Handled booking systems, resolved customer complaints, and ensured excellent service delivery.
- Consistently maintained high levels of customer satisfaction through effective communication.

### **Waiter**

*Abshar Banqueting – London, UK*

*September 2023 – June 2024*

- Delivered exceptional customer service in a fast-paced banquet environment.
- Assisted with event setup, served guests, and ensured overall event satisfaction.
- Addressed guest requests in a timely manner, ensuring a pleasant and memorable experience.

### **Assistant Sales Manager**

*Brook Family Store – Bokoji, Ethiopia*

*March 2019 – June 2020*

- Led a team of sales associates to meet and exceed sales targets.
- Developed and executed strategic plans to boost revenue and customer engagement.
- Conducted market research and provided actionable insights to enhance competitiveness.
- Spearheaded promotional campaigns, resulting in a 15% increase in sales over six months.

### **IT Support Engineer**

*RH Construction Company – Bokoji, Ethiopia*

*May 2017 – February 2019*

- Provided technical support and troubleshooting for end-users, ensuring minimal downtime.
  - Managed IT documentation and contributed to software/hardware deployment and maintenance.
  - Assisted in system optimization, improving overall performance and reliability.
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## **SKILLS**

- **Sales Strategy & Planning**
  - **Team Leadership & Motivation**
  - **Customer Relationship Management (CRM)**
  - **IT Support & Troubleshooting**
  - **Data Analysis & Reporting**
  - **MS Office Suite (Excel, Word, PowerPoint)**
  - **Effective Communication & Active Listening**
  - **Database Management**
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## **ADDITIONAL INFORMATION**

- Ability to handle multiple tasks in fast-paced, dynamic environments.
  - Strong problem-solving and interpersonal skills, consistently delivering high-quality customer service.
  - Demonstrated leadership in team settings and capacity for mentoring junior staff.
  - Eager to continue expanding my knowledge in IT, digital technology, and related fields.
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## **REFERENCES**

Available upon request.