# Metasabeya Ketsela

7777 E.yale Ave
Denver, CO 80231
**(720) 292-3889**
**metybuza46@gmail.com**

## Skills

-HTML, CSS, BOOTSTRAP, JAVASCRIPT, JQUERY, NODEJS, MYSQL, Communication skill, peachtree accounting

## Experience

### Prospect Airport service, PSA

Oct 24,2019- apr 12,2020

-giving customer service to  those who need assistance.

### Bank Of Abyssinia,Ethiopia —Senior Customer Service Officer

Aug 24,2015- Jul 23,2019

. Adhere to strict opening and closing procedures to protect both employees and assets of the bank.

. Process on average more than 25 transactions per hour during peak periods.

.Help customers get connected to BOA various services including loan, credit and various insurance policies and encourage them to be protective with their banking.

. Trained new tellers and brought them up to speed with BOA policies and their responsibilities as employees.

 . Introduce BOA new products and services to its customers.

. Accepting foreign currency and paying back with the country currency.

 . Accepting customer deposit and withdrawals.

. Balance ATM, Teller cash dispensers.
 . Balance ATM and my cash drawer, making zero mistakes during nearly 3 years of service.
 . Controlling branches overall cash transactions and physical cash.
. Connected customers with investment when requested.
 . Ensure customer satisfaction with patience, open mindedness and positive attitude.
. Making reports to different departments at different times.

## Education

### University of Denver-Coding BootCamp

-June2020- Dec2020

### Leadstar college,Ethiopia — *Masters*

.sep 2016- sep 2018

. Lead Star college of Management and Leadership, Addis Ababa,Ethiopia Masters in Business Administration, September 1, 2018

### Debre Birhan University, Ethiopia — *Bachelor*

Oct 2012- july 2015

Bachelor Degree in Accounting and Finance, July 2, 2015

## Project-1

### *City-sidekick*

This is Travel App As A: a new visitor to a city I Want An: app that uses my location to provide current weather & restaurant/hotel/breweries recommendations So That I Can: Experience the city to its fullest.

## Project-2

### *BiteReport*

*A restaurant app that enables a user to save information about restaurant menu items. You can save information about a dish or drink you tried, and the ingredients used.*