

# Metasabeya Ketsela

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## 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

