

Metasabeya Ketsela

portfolio:<https://metasabeya.github.io/Portfolio-2/>

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GitHub:<https://github.com/metababeya>

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

- . 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.
- . 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.

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

SKILLS

- Basic computer Skill
- peachtree accounting
- HTML,CSS,JS
- customer Service
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AWARDS

LANGUAGES

- .English
- .Amharic

PROJECTS

City Sidekick—

- I am the contributor to this App
- It is the best App for people who are new to a given city and they are looking for Restaurants, Hotels and breweries.
- The App gives details based on their search.
- The technology we use to make the App is HTML, CSS ,Js