

CONTACT

+251 963632527

mogesamere@gmail.com

www.linkedin.com/in/amere-asmare

EDUCATION

Master of Business Administration

2023 - ongoing

Maryland International College

Bachelor of Arts in Management

2018 - 2021

Addis Ababa University

REFERENCES

Tigist Basazinew

Branch Manager, Dashen Bank SC

tigist.basazinew@dashenbanksc.com

+251-916-825-383

Gashaw Haile (Dr.)

Assistant Professor, Addis Ababa

University

Gashaw.haile@aau.edu.et

+251-912-146-801

Tangut Degfay

Associate Consultant, Dalberg

tangutdegfay@gmail.com

+251-942-881-700

PROFILE

Dedicated and results-driven Customer Service Officer with a strong background in banking, customer service, and management. Experienced in handling financial transactions, enhancing client relations, and improving operational efficiency while ensuring compliance with banking regulations. Adept at streamlining processes, resolving customer concerns, and delivering high-quality service. Passionate about project management and committed to leveraging my expertise to optimize operations and drive organizational success

EXPERIENCE

Resident Auditor II

Dashen Bank SC, Addis Ababa, Ethiopia | 2024 – Present

- Conduct internal audits to ensure compliance with financial policies and regulatory standards.
- Assess risks, identify discrepancies, and provide recommendations to improve banking operations.
- Collaborate with teams to streamline processes and mitigate potential risks.

Customer Service Officer

Dashen Bank SC, Addis Ababa, Ethiopia | Jun 2023 – Aug 2024

- Processed high-volume financial transactions with accuracy and efficiency.
- Conducted verification and authorization of transactions, ensuring compliance with bank regulations.
- Provided customer support, addressing inquiries and resolving service-related issues.
- Assisted in training junior staff on banking procedures and customer service best practices.
- Managed customer accounts facilitated deposits and withdrawals, and handled payment processing.
- Assisted clients in resolving banking concerns while maintaining excellent customer relations.
- Ensured timely and accurate documentation of transactions in compliance with banking policies.

Training Facilitator

International Foundation for Electoral Systems, Addis Ababa, Ethiopia | 2021

- Designed and delivered training programs to enhance participants' knowledge of electoral systems.
- Assessed training needs and developed learning materials to improve participant engagement.
- Coordinated workshops and maintained records of training activities.

