



Seleshi Damtew

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● ABOUT ME

My name is **Seleshi Mekonnen Damtew**, and I have over 7 years of experience in the banking industry, with more than 3 years in senior banking roles. I have also worked as an IT trainer across various companies, and I am currently expanding my expertise as a full-stack web developer and a senior banker.

I hold an MBA, a BSc degree in Computer Science, and a BA degree in Management, which have equipped me with a solid foundation in both business and technology. My diverse professional background has helped me acquire a range of valuable skills, including effective communication, comprehensive knowledge of banking operations, and proficiency in fintech solutions.

In web development, I am proficient in front-end technologies such as JavaScript, HTML, CSS, and Bootstrap. I also have strong back-end development skills, including experience with Java, PHP, Node.js, SQL, and GitHub for version control and team collaboration. You can explore my portfolio and projects on my GitHub site.

I pride myself on my transformational leadership style, my ability to collaborate with teams, and my quick learning capabilities. I am passionate about my work, proud of my projects, and excited about the opportunities ahead.

● WORK EXPERIENCE


 **AHADU BANK S.C** – ADDIS ABABA, ETHIOPIA

Business or Sector Financial and insurance activities | **Department** Primum Branch | **Website** www.ahadubank.com

CUSTOMER SERVICE MANAGER – 20/05/2025 – CURRENT

As a **Customer Service Manager**, you are responsible for leading and overseeing front-line customer service operations within the branch. You ensure excellent customer experience by supervising daily service activities, handling complex client issues, and coaching team members to meet service quality standards. Your key roles include managing account services such as account opening and closure, transaction oversight, and promoting bank products and services to customers.

You also play a critical role in resource mobilization, maintaining strong client relationships, ensuring compliance with internal policies and external regulations, and supporting the achievement of branch business targets. Additionally, you collaborate with other departments, lead performance evaluations, and contribute to staff development and continuous process improvement.

 **AHADU BANK S.C** – ADDIS ABABA, ETHIOPIA

Business or Sector Financial and insurance activities

SENIOR CUSTOMER SERVICE OFFICER – 20/09/2022 – 20/05/2025

- Oversees and ensures delivery of exceptional customer service across all branches within the district.
- Conducts regular quality assessments and customer feedback analysis to identify service gaps and improvement areas.
- Implements service enhancement initiatives to elevate customer satisfaction and loyalty.

- Supports branches in meeting service delivery standards and resolving customer complaints promptly and effectively.
- Develops and executes strategies to achieve deposit mobilization targets and optimize branch performance.
- Drives foreign currency earnings growth through effective sales planning and execution.
- Analyzes business performance data to identify growth opportunities and optimize resource allocation.
- Provides leadership and guidance to the district team to achieve business objectives and exceed targets.
- Develops and implements strategies to expand digital banking adoption and utilization across the district.
- Monitors branch performance in digital banking sales and service delivery.
- Collaborates with branches to optimize digital banking services and enhance customer experience.
- Identifies new digital banking opportunities to drive business growth.
- Monitors branch performance against key performance indicators (KPIs) and provides regular feedback and coaching.
- Conducts performance reviews and identifies training needs to enhance employee capabilities.
- Implements performance improvement plans as required.
- Ensures compliance with bank policies, procedures, and regulatory requirements.
- Oversees branch-level foreign currency earnings activities, including planning and execution.
- Monitor branch performance and identify areas for improvement.
- Ensure compliance with bank policies and regulatory requirements for foreign currency transactions.
- Analyze foreign currency earnings data to identify trends and opportunities.
- Build strong customer relationships to increase foreign currency deposits and remittances.

 **EURO EXIM BANK** – ST.LUCIA ,WEST INDIA , & UNITED KINGDOM , UNITED KINGDOM

Business or Sector Financial and insurance activities

TRADE FINANCE CONSULTANT – 13/11/2024 – CURRENT

- Client acquisition and relationship management
- Product consultation and advisory
- Transaction structuring and documentation
- Risk assessment and mitigation
- Compliance and regulatory adherence

 **ENAT BANK** – ADDIS ABABA, ETHIOPIA

SENIOR CUSTOMER SERVICE SPECIALIST – 09/05/2018 – 20/09/2022


- Oversees and ensures delivery of exceptional customer service across all branches within the district.
- Conducts regular quality assessments and customer feedback analysis to identify service gaps and improvement areas.
- Implements service enhancement initiatives to elevate customer satisfaction and loyalty.
- Develops and executes strategies to achieve deposit mobilization targets and optimize branch performance.
- Drives foreign currency earnings growth through effective sales planning and execution.
- Provides leadership and guidance to the district team to achieve business objectives and exceed targets.
- Develops and implements strategies to expand digital banking adoption and utilization across the district.
- Collaborates with branches to optimize digital banking services and enhance customer experience.
- Identifies new digital banking opportunities to drive business growth.
- Conducts performance reviews and identifies training needs to enhance employee capabilities.
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 **EECMY** – AFAR, ETHIOPIA

PROJECT CASHIER – 16/07/2017 – 12/05/2018

- Receives cash and cheques on a pre-numbered Cash Receipt Voucher of EECMY
- Verifies and ensures the required documentation and authorization is presented before effecting payments and encoding data into the system;
- Maintains a petty cash and register book and makes payment against written orders or authorizations;

- Confirms that petty cash payment voucher and supporting documents are complete before effecting payments.
- Follow up and settle all utilities and similar monthly payment on behalf of the organization.
- Facilitate financial and logistics matter of training, meeting and discussion in collaboration with the program team.
- Keep the neatness and securities of the financial document properly as per the finance manual of the organization and settle the document to on time.
- Processes payments which involve ensuring all payments are adequately supported by appropriate financial and non-financial documentation;
- Writes checks based on the approved payment vouchers;
- Ensures that the necessary format and documentation is used before and after payment is effected;
- Follows-up the settlement of temporary advance payments effected with "Suspense Vouchers" and reports to the supervisor if there are unsettled suspense vouchers;
- Obtains receipts and reconciles cash balance with records, clears all advances taken by staff and updates all records on file;
- Pay all government related taxes and other related obligation on time.
- Collects Bank statements, debit and credit advices and reconciles bank statements with books of accounts monthly and maintains overall cash security in a safe;
- Participates in the periodic inventory taking process;
- Issues cash against properly authorized cash payment vouchers;
- Ensures arithmetic accuracy in all transaction;
- Settles organization's utility expenses and tax on a monthly basic
- Keeps finance documents in a safe and orderly manner and send to the HO every month;
- Prepares periodic performance reports and submits to the immediate supervisor timely.

 **AWASH BANK** – DESSIE, ETHIOPIA

TELLER – 09/03/2016 – 10/08/2016

- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about bank products and services.
- Tracking, recording, reporting, and storing information related to transactions, bank supplies, and customers, ensuring all information is accurate and complete.
- Maintaining and balancing cash drawers and reconciling discrepancies.
- Packaging cash and rolling coins to be stored in drawers or the bank vault.
- Keeping a clean, organized work area and a professional appearance.
- Handling currency, transactions, and confidential information in a responsible manner.
- Using software to track bank information and generate reports.
- Following all bank financial and security regulations and procedures.

 **GAGE UNIVERSITY COLLAGE** – ADDIS ABABA, ETHIOPIA

IT TRAINER – 11/09/2018 – 11/06/2021

- Teach people how to use new software, upgrades to existing software, or new technology tools.
- Develop training materials such as manuals, presentation slides, and instructional videos.
- Conduct training sessions, both in-person and remotely, for individuals and groups.
- Assess training needs of the organization and develop training plans accordingly.
- Monitor and evaluate the effectiveness of training programs and make changes when necessary.
- Provide ongoing support and follow-up after training to ensure learners can apply what they have learned.
- Stay up-to-date with new trends and changes in technology to ensure training content is relevant and effective.
- Communicate complex technical information in simple, easy-to-understand terms.
- Collaborate with other IT professionals, such as software developers and technical writers, to ensure accurate and relevant training content.
- Maintain accurate records of training sessions and learner progress.

● **EDUCATION AND TRAINING**

12/09/2022 – 13/06/2024 Addis Ababa, Ethiopia

MASTERS OF BUSINESS ADMINISTRATION (MBA) Yardstick international collage

Level in EQF EQF level 7

Level in EQF EQF level 4

Level in EQF EQF level 4

● **LANGUAGE SKILLS**

Mother tongue(s): **AMAHRIC**
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DRIVING LICENCE**

Driving Licence: BE

● **HOBBIES AND INTERESTS**

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- **Technology and Coding:** I have a strong passion for exploring emerging technologies and enhancing my coding skills. I enjoy working on tech-related projects, including web development and cloud infrastructure, which allow me to stay current with the latest innovations in the field Write here the description.
- **Personal Development:** I am dedicated to continuous learning and enjoy reading books on leadership, management, and business trends. This aligns with my commitment to professional growth and my MBA background.
- **Financial Literacy:** I have a keen interest in financial literacy and continuously seek to expand my knowledge of banking trends and market developments. This helps me stay informed and contribute meaningfully to my professional role in the banking industry.

● **MANAGEMENT AND LEADERSHIP SKILLS**

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- **Team Leadership and Coordination:** I have extensive experience in leading and coordinating teams, particularly in the banking sector. As a Senior Customer Service Officer, I manage customer interactions, oversee daily operations, and ensure my team meets performance goals.
- **Strategic Planning and Execution:** I excel in planning and executing district-level initiatives. My responsibilities include leading resource mobilization, market assessments, and evaluating branch performance, which are critical for driving business growth.
- **Coaching and Mentoring:** I am passionate about coaching and mentoring others. In my current role, I guide my team members to improve their performance and grow professionally, ensuring they have the tools and support needed for success.
- **Decision-Making and Problem-Solving:** My experience in the banking industry has honed my ability to make informed decisions under pressure. I tackle complex challenges, evaluate risks, and implement solutions that enhance operational efficiency.
- **Customer Relationship Management:** I have a deep understanding of customer needs and a strong track record in managing customer relationships. This skill is essential for building trust and maintaining long-term client satisfaction.

● COMMUNICATION AND INTERPERSONAL SKILLS

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- **Strong Communication Skills:** You excel in clearly conveying information, both written and verbally. This is essential in your current role as a Senior Customer Service Officer and is a key asset for the Principal Banking Business Officer position you're applying for.
- **Leadership and Coordination:** You have experience in leading teams and coordinating activities, which requires strong interpersonal communication. You will need these skills to lead and coach district activities effectively.
- **Customer Service Expertise:** Your role in banking has allowed you to develop a deep understanding of customer needs and how to manage relationships, showing strong interpersonal skills in dealing with diverse clients.
- **Collaborative Mindset:** You have experience working across different sectors, from banking to IT to NGOs, which demonstrates your ability to adapt and collaborate with people from varied professional backgrounds.
- **Active Listening and Empathy:** As a customer service officer, your ability to listen to customers' needs, understand their concerns, and provide helpful solutions demonstrates your interpersonal empathy.