



Amere Moges

Contact

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- Adiss Ababa

About Me

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.

Skills

- Management Skills
- Creativity
- Critical Thinking
- Leadership

Education

- Bachelor of Arts in Management
2018 - 2021
Addis Ababa University
- Master of Business Administration
Maryland International College
2023 - ongoing

Experience

- Resident Auditor IIDashen 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 OfficerDashen 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 FacilitatorInternational 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.

References

Tigist Basazinew

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