



YEABSIRA MESFIN

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PROFILE

Quick learner with a proven ability to apply new technologies effectively. Strong advocate of communication and teamwork. Dedicated to self-improvement through exercise and reading. Skilled in creative problem-solving and multitasking. Flexible with working hours, including evenings and weekends. Reliable, punctual, and enthusiastic about work.

EDUCATION

Bachelor of Science in Computer Science

- Microlink IT College
- Graduated: July 30, 2022
- Developed an event management system named "Arif Ken," which received an A+ grade CGPA 3.8

WORK EXPERIENCE

MMCYTECH

Web Developer | Account Manager | Client Success Advisor **February 2022 – Present**

- **Overview:** Managed various web and mobile applications' end-to-end development and delivery processes, significantly enhancing client satisfaction and project efficiency. Since assuming the role of Client Success Advisor, I have established strong relationships with clients, leading to improved communication and workflow. As a result, clients have expressed their satisfaction by committing to purchase 1,000 hours for 2025, consistently praising the quality of service and responsiveness.

Web Developer **February 2022 – Present**

- Developed and maintained various websites and mobile applications utilizing the Cvent platform, customizing solutions to meet specific client needs using HTML, CSS, JavaScript, and React.
- Collaborated closely with clients to gather requirements, ensuring that final deliverables met or exceeded expectations while troubleshooting issues promptly to maintain project momentum.
- Implemented best practices in coding and design, resulting in improved user experience and increased client engagement with the platforms.

Account Manager **July 2022 – June 2024**

- Served as the primary point of contact for clients, effectively communicating project updates, gathering feedback, and addressing concerns throughout the project lifecycle.
- Conducted regular calls and meetings to foster strong relationships and ensure alignment with client goals, which enhanced trust and satisfaction.
- Successfully managed multiple projects simultaneously, prioritizing tasks and deadlines to ensure timely delivery of high-quality outcomes.

Client Success Advisor **June 2024 –Present**

- Led a cross-functional team consisting of an Account Manager, Developer, and QA Specialist, facilitating collaboration to deliver exceptional client results.
- Developed strategies to proactively address client needs and ensure the highest level of service, contributing to a culture of continuous improvement within the team.
- Maintained ongoing communication with clients to assess satisfaction and gather insights for future improvements, resulting in increased retention rates and positive testimonials.

SKILLS

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|--------------|----------------|-------------------------------|
| • HTML | • Bootstrap | • React |
| • CSS | • Tailwind CSS | • Next.js |
| • JavaScript | • TypeScript | • Communication, and teamwork |