

Mrs,Zebiba shermolo,p.o.box 17636 A.A,Ethiopia

zebider26@gmail.com

Dear sir,

In response to your ad. please accept my resume as evidence of my qualifications for the position. I began my career in April 7,2006 as a pc operator at commercial nominees and after earning a (MBA) in Master of Business Administration was promoted to Customer Service manager. Because of my strong interpersonal skills and ability to listen and effective troubleshooting skills I was promoted to my current position from March 2017 till now as Customer Service Manager.

I maintain contact with Dashen bank's major clients on a regular basis to ensure they're satisfied with the services we provide. I've initiated customer appreciation events that have been well attended each successive year. Designed to be low pressure events they simply allow our customers to meet the management staff enjoy the afternoon and in a relaxed atmosphere help us to understand their needs. While I don't claim to be solely responsible for the high customer retention rate since I've become customer service Manager I do deserve some of the credit. I work hard for our customers and the community which in turn creates a positive image for the company.I am also awarded in 2016 as the year's best worker from Dashen bank,I also attached this reward with my documents.

Please feel free to contact me at your earliest convenience to discuss this mutually beneficial opportunity. Thank you for your time and consideration.

Regards,

Mrs. Zebiba shermolo Kereta