MERID BESHAH

Addis Ababa, Ethiopia 7122 •	0911147122 ◆ Bigfanuiela@gmail.com
PROFESS	ional Summary —
Cultivated productive teams securing custon Dutstanding skills in prioritizing and execusive Court Customer Service Executive possess solving and communication skills. Bringing satisfaction levels and business performant designing customer service strategies. Deduction and a career driven by client engage while building long-term relationships in the Confident Customer Service Executive expensioness through excellent interaction, procustomer loyalty with proactive review and synamic market conditions and integrate a raining and mentoring programs to keep to corward-thinking and analytical with inductions.	se. Dedicated professional offering attention to ment. Looking to help boost a company's success he position of Customer Service Executive. erienced in working in busy Banking c role to expand relationships and draw in new oblem resolution and efficient research. Increase d enhancement of internal processes to align with new strategies. Forward-thinking in enhancing team agile and responsive to changing needs. estry-leading, multifaceted approach.
,	Skills —
 Problem Resolution Record Preparation Customer Satisfaction Lead Generation Telephone Etiquette Cross-selling Time Management Technical Support CRM Software 	 Product Knowledge Sales Techniques Multitasking Change Management Excellent Communication Adaptability Complaint Handling Live Chat Support
	rk History —
 Streamlined communication channels is resolution times for customer issues. Developed and maintained a comprehension more effective issue resolution. Contributed to increased sales figures is appropriate during customer interaction. Managed escalated calls from customer efficiently while maintaining composure. Collaborated with other departments to cross-functional challenges faced by cure. Assisted in the rollout of a new CRM system and ensuring seamless implementation. Launched products to clients and prosper. 	sistently providing prompt and accurate or junior customer service officers, leading to between departments, resulting in faster ensive knowledge of product offerings, allowing by upselling products or services when ons. It is with complex issues, resolving problems are under pressure. It is ensure seamless coordination in addressing stomers. It is stored that is set to be a service of the seamless coordination in addressing stomers.
Masters Of Bsiness Administration: Busin Yardistic International College - Addis Al	
Bachelor Of Business Information System Adama Science And Technology Univers	ms: Business Information System , 07/2015 ity - Adama, Ethiopia

website design anddevelopment- 2015

CERTIFICATIONS -

Networking

Advanced (C1)

English:

• Pc Maintenance and Troubleshooting