



PERSONAL DETAILS

Email: ranifer.2010@gmail.com

Phone Number +251969138417

Location : Addis Ababa, Ethiopia

<http://www.linkedin.com/in/aynalemwassie>

HARD SKILLS

- Team Leadership
- Time Management
- Computer Skills
- Microsoft Office
- Salesforce - CRM Software
- Upselling
- Research Skill
- Email Management
- Driving License

SOFT SKILLS

- Customer Service
- Communication skill
- Problem Solving
- Organization skill
- Attention to details
- Exceptional interpersonal skills
- Ability to calm under-pressure
- Adaptability and Teamwork
- Professionalism

EDUCATION

- Certificate for Virtual Assistant from ALX - African Leadership Group 2022
- Certificate of Participation—TEMAHOME - Doha, Qatar—2014
- Certificate in Basic Computer Course - CAROS, A.A. Ethiopia
- Secondary High School Certificate - Ethiopia

AYNALEM WALLELIGNE WASSIE

Customer Acquisition Team Leader

SUMMARY

- Self-motivation and cheerful personality
- Qualified Customer Service Representative
- Strong background in communication skill
- Excellent organizational and analytical skills
- Passionate about my work

WORK EXPERIENCE

ADDIS HOME FINDER

Customer Acquisition Team Leader - February 2021 to Present
Addis Ababa, Ethiopia

Job Description

- Lead and support company's customer service activities
- Responsible for overseeing the performance of CSO Reception and Call Center team
- Monitor and supervise employees to achieve goals
- Contribute to the growth of organization
- Motivate, inspire and encourage the team by creating positive communication
- Resolving customer questions or complains

FREELANCE WORK - Customer Service Executive / Call Center
June 2017 to February 2020, Ethiopia and Dubai

Job Description

- Highly organized and efficient customer service with over 7 years of experience in providing exceptional administrative support and customer service in fast-paced environments. Administer all outgoing/ incoming calls and emails

IDdesign Furniture & LANIDOR Fashion (EQUINOX)

Sales Assistant & Cashier - June 2013 to January 2016
Doha, Qatar

Job Description

- Suggestive selling products and operating cash register
- Attending customer queries and complaints

NEXT Fashion & Footwear - M.H. Alshaya Co. L.L.C

Sales Associate - March 2008 to August 2012
Abu Dhabi, United Arab Emirates

Job Description

- Greeting all customers entering in the store and assist
- Selling additional products and processing transaction
- Maintain positive attitude, focus on customer satisfaction
- Attending customer queries, complaints, receiving delivery and arranging in store

LANGUAGE

- Amharic - Native Language
- English - Fluent