



# HANA GEBREHIWOT

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## PROFESSIONAL SUMMARY

A customer service professional with extensive experience in food delivery service and Entertainment industry. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Detail-oriented team player with strong organizational skills .

## EXPERIENCE

### CUSTOMER SERVICE OFFICER, 09/2023 - 02/2024

**Zura Holding's**, Addis ababa, Ethiopia

- Registered customer information to maintain accurate records
- Interpreted data trends and transactional surveys to maximise engagement opportunities
- Contacted customers to provide updates on orders and purchases, updating CRM system with notes on conversation.

### CUSTOMER SUPPORT OFFICER & SOCIAL MEDIA ADMIN, 05/2022 - 08/2023

**Beu delivery**, Addis ababa, Ethiopia

- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes
- Built customer rapport by providing friendly, genuine service, increasing customer retention by 95%.
- Took ownership of enquiries, effectively handling any customer issues to ensure suitable resolutions for customers.

### TEXTILE EXPERT, 06/2020 - 03/2021

**Ethiopian job creation commission**, Addis ababa, Ethiopia

- Liaised with clients before jobs to obtain important project information
- Kept up-to-date on the latest design trends, production techniques and textile technology
- Visited networking events and conferences to build relationships with new suppliers and customers.

### PRODUCT EXECUTIVE, 09/2019 - 02/2020

**Jay Jay Mills**, Addis ababa, Ethiopia

- Scheduled manufacturing teams to achieve timely project completion
- Achieved quality and safety compliance through rigorous manufacturing monitoring
- Evaluated product performance and advised on improvement strategies.

## CORE QUALIFICATIONS

- CRM
- Customer Inquiry Management (CIM)
- Creative problem solving
- Written and verbal communication
- POS systems expert
- Microsoft Office
- Customer service expert

## EDUCATION

**Next fashion design**, Addis ababa, 2021

**Certificate of Higher Education: Fashion**

**Dire dawa university**, dawa, 07/2019

**Bachelor of Science: Textile Engineering**

## CERTIFICATIONS

- Level IV National qualification on Textile Engineering
- Employee of the year certificate(Beu delivery)