



Tesfay Hiluf Hadis

Customer Service Officer



Addis Ababa, Ethiopia
1000



+251930765025



tesfayehiluf2011@gmail.c
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Dynamic Customer Service & CRM Specialist with proven success at Bank of Abyssinia, excelling in Salesforce CRM implementation and training. Adept at enhancing customer retention through data analysis and effective communication. Strong problem-solver and team player, proficient in Peachtree Accounting, delivering exceptional support in high-pressure environments.



Work History

2019-11 - Current



Customer Service & CRM Specialist

Bank Of Abyssinia, Addis Ababa, Ethiopia

Customer Service Officer – Branch Banking

Nov 2019 – Aug 2021

- Delivered front-line services at Urael Branch including account opening, transaction processing, and inquiry handling.
- Supported personal and business clients with financial services.

Contact Center Advisor

Sept 2021 – Present

- Provided 24/7 support through phone, web chat, and ITM (Interactive Teller Machine) banking.
- Resolved service complaints, handled incident communications, and delivered accurate information on all bank products.
- Collaborated with IT and operations teams to escalate and resolve technical or service-wide issues.

Salesforce CRM Project Team Member

April 2025 – Present

- Supported staff training on the new Salesforce CRM system.
- Helped identify customer retention opportunities through data analysis.
- Participated in customer behavior trend analysis to enhance revenue strategies.
- Assisted in CRM audits and suggested improvements for data validation and entry quality.



Education

2024-07



MBA: Master of Business Administration

Kotebe University of Education - Addis Ababa, Ethiopia

Graduated: July 2, 2024 | CGPA: 3.59

- Specialized in Business Leadership, Management, and Organizational Strategy

Bachelor of Arts in Accounting and Finance

Rift Valley University – Bishoftu, Ethiopia

Graduated: July 19, 2018 | CGPA: 3.7

- Focused on Accounting Principles, Auditing, and Financial Management



Skills

Technical Skills

- Peachtree Accounting Software
- Microsoft Word, Excel, PowerPoint
- Salesforce CRM tools

Soft Skills

- Strong communication in English, Amharic, and Tigrigna
- Effective team player and collaborator
- Fast learner and quick adapter

Other Skills

- Customer service (branch, ITM, phone, and chat support)
- Self-taught forex trading with discipline and risk management awareness



Hobbies

- **Reading:** Fiction, educational, philosophical, and religious books .
- **News & Media:** Follow Ethiopian and international news (EBS, Fana, EBC, BBC, CNN, VOA)
- **Sports:** Active football player and fan (SuperSport, DSTV)
- **Learning:** Continual self-study in forex trading, business strategy, and digital tools