

Simegn Mesfin Tegegne

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CORE COMPETENCIES

- Proven track record in delivering excellent customer service, extending support to both customers and co-workers within a professional and collaborative environment
- Adept at thriving in a fast-paced setting, showcasing exceptional multitasking abilities and a proactive approach to handling stressful situations
- Exemplary attention to detail, ensuring precision in tasks
- Strong organizational skills and effective task management

RELEVANT PROFESSIONAL EXPERIENCE

Marketing Manager

Nov 2016 – Jun 2022

Queen's Supermarket, Addis Ababa, Ethiopia

- Seamlessly blended marketing prowess with hands-on experience in the retail sector
- Collaborated with the store team to ensure promotional activities were seamlessly integrated into the overall customer experience
- Utilized knowledge of product placement and consumer behavior within the supermarket, optimizing aisle layouts and in-store promotions to enhance the overall shopping experience
- Developed and executed targeted marketing campaigns, leveraging both traditional and digital channels

Customer Service Agent

Nov 2008 – Jan 2011

Ethiopian Airlines, Addis Ababa, Ethiopia

- Maintained a commitment to the highest standard of customer service to passengers
- Checked in passengers for their flights at ticket counters by assigning seats and checking all documentation while ensuring the timely and accurate delivery of luggage
- Performed pre-flight check-in procedures by making gate announcements, issuing boarding passes and boarding the flights
- Assisted passengers with special needs such as blind passengers, wheelchair-using passengers and unaccompanied minors
- Assisted arriving passengers and overseeing the International Arrivals baggage area

VOLUNTEER EXPERIENCE

Kettle Attendant (Volunteer)

Nov 2023 – Dec 2023

Salvation Army, Ottawa, ON

EDUCATION AND TRAINING

BA in Marketing Management

Sep 2001 – Jun 2005

Unity University, Addis Ababa, Ethiopia