



# Juweria Dino

Customer Service and Communication

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## Languages

English (Fluent)

Arabic (Work Proficiency)

Amharic (Native)

## About

With a solid experience in customer service, I'm adept at building relationships and crisis management. My time at Ethio Metropolitan Gallery honed my skills in delivering high satisfaction levels while managing fast-paced retail settings. Exceptionally adaptable, I can excel in diverse retail environments.

### BRANDS WORKED WITH

- ETHIO METROPOLITAN GALLERY
- Ethiopost

## Experience

### ● Customer Service Agent

ETHIO METROPOLITAN GALLERY | Jan 2022 - Dec 2023

- Greeted and welcomed gallery visitors, offering guided tours providing insightful information about current and upcoming exhibitions, artists and gallery programs.
- Contributed to the planning and execution of gallery events, openings, and special exhibitions, coordinated logistics for private viewings, ensuring a seamless and enjoyable experience for VIP guests.
- Recognized for consistently achieving high levels of customer satisfaction, as evidenced by positive feedback and reviews



### ● Communications Intern

Ethiopost | Jan 2023 - Apr 2023

- Managed communications between Ethiopost and the public.
  - Organized major events, including but not limited to the organization's 129th anniversary.
  - Spearheaded a team responsible for conceptualising a detailed year-long plan for Ethiopost's 130th year.
- Mentored by the CEO of Ethiopost and established an understanding of leadership and the logistics industry.

## Education & Training

2016 - 2018

### ● Sandford International School

International Baccalaureate Diploma (IB),