

TINSAE ALEMAYEHU

Telemarketer

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Dubai, UAE

SUMMARY

Dynamic Telemarketer and Data Analyst with a Bachelor's in Information Technology and expertise in CRM systems and Excel. Proven ability to conduct database cleansing, compile actionable insights, and manage client relationships, contributing to improved engagement and operational efficiency. Skilled in active listening, persuasive communication, and cross-cultural interactions, with a strong understanding of market dynamics and client needs.

EXPERIENCE

Telemarketer

Tech Tone Marketing

07/2024 - Present Dubai, United Arab Emirates

Telesales for neotrades.com online trading platform

- Managed client data and interactions using CRM tools, maintaining an organized database to track lead status and optimize client outreach.
- Conducted detailed market research and compiled outcomes into Excel, enabling actionable insights.
- Analyzed market and client investment data in Excel, leveraging advanced formulas and visualizations to identify trends and support profit forecasting discussions.
- Presented profit projections by calculating past and current investment outcomes, leading to a 30% increase in client interest in trading opportunities.
- Simplified the onboarding process by assisting clients through registration on the Neotrades platform, achieving a 90% sign-up success rate.
- Overcame client hesitations by employing objection-handling strategies, which contributed to increased client trust and conversion rates.

Telemarketer

Bete Homes

01/2023 - 06/2024 Addis Ababa, Ethiopia

- Managed client databases in CRM systems, reconciling and cleansing records for accuracy.
- Entered, categorized, and analyzed data in Excel to support sales strategies and reporting.
- Conducted follow-ups to verify and update client contact information, enhancing pipeline efficiency.
- Engaged with potential clients to assess their real estate needs and offered tailored property solutions.
- Built and maintained long-term relationships with clients, ensuring repeat business and referrals.

EDUCATION

Bachelor of Science in Information Technology

Addis Ababa University

01/2018 - 01/2023 Addis Ababa, Ethiopia

SKILLS

Technical Skills

CRM Software Research Database cleansing Follow-up scheduling

Report generation

Excel Proficiency

Advanced formulas (VLOOKUP, pivot tables)

Data visualization (charts, dashboards) Trend analysis

Soft Skills

Persuasion Time Management Multi-task Critical Thinking

Attention to Detail Cultural Sensitivity Active listening

TRAINING / COURSES

Digital Marketing Certified

HubSpot Academy

Data Analysis Fundamentals

Udacity

Advanced Excel

HubSpot Academy

Sales Training Masterclass

Udemy

PASSIONS

Listening Music

Music is a big part of my life, helping me relax, stay inspired, and maintain focus during work and exercise.

Reddit

I use Reddit to engage in discussions, learn from different perspectives, and stay updated on topics that interest me, like technology and business.

Snap Chat

I enjoy Snapchat for its creative and casual approach to staying connected with friends and exploring real-time content.