

---

**Phone: 0963782190**

**To: Tana Microfinance institution**

**Subject: for Branch manager position**

Dear Mr/ Ms

I am writing to express my interest in the Application for **Branch manager I** position at Your company. With over **Three years and Seven months** of experience as a Customer Service Officer and customer experience officer position in bank of Abyssinia and significant involvement in operational management, I have developed the skills and expertise necessary to excel in this role.

In my previous position, I gained hands-on experience in branch operations, process improvement, and ensuring compliance with banking regulations. I collaborated closely with teams and management to streamline workflows, enhance customer satisfaction, and maintain operational efficiency. My experience with operational management allowed me to lead and oversee key projects, ensuring they were implemented successfully.

Highlights of my qualifications include:

- **Branch Operations Management:** Expertise in optimizing processes to improve productivity and meet organizational goals.
- **Customer Service Excellence:** Successfully addressed client needs and fostered long-term relationships to drive customer satisfaction.
- **Team Leadership:** Managed and supported teams to achieve performance targets while upholding high standards of quality.

I am particularly drawn to your company reputation for innovation and excellence in the banking industry. I am confident that my operational knowledge, leadership skills, and dedication to delivering results will contribute meaningfully to your team.

I would be delighted to discuss how my background aligns with the needs of this role. Please feel free to contact me to schedule an interview.

Thank you for considering my application. I look forward to the opportunity to contribute to the continued success of **Tana microfinance**.

Amare Mamo.

---