

EYERUSE KONDALE

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SUMMARY

Dynamic professional with 5+ years of experience in customer analytics, data accuracy, and workflow optimization with proven ability to manage high-volume operations, streamline processes, and ensure compliance. Adept at coordinating cross-functional teams, resolving discrepancies, and improving service efficiency. Skilled in logistics coordination, documentation management, and data-driven decision-making to enhance business performance and client satisfaction.

WORK EXPERIENCE

11/2021 – 12/2023

Customer Service Representative, Canada Post
Toronto, Canada

- Resolved 50+ customer inquiries daily with 98% accuracy and compliance.
- Verified and updated customer data within CRM systems; maintained detailed interaction records.
- Proactively identified discrepancies and executed corrective measures.
- Adhered to service protocols and company policies; reduced complaints and increased customer retention by 97%.
- Collaborated with internal teams to enhance service workflows.

06/2016 – 06/2020

Account Manager (Customer Analytics), Best Match Consulting
Woodbridge, Canada

- Monitored and validated documentation and data against orders with 100% accuracy.
- Communicated effectively with suppliers and internal teams to resolve issues, achieving a 98% resolution rate.
- Contributed to process efficiency enhancements and strengthened reporting accuracy.
- Demonstrated exceptional data tracking and record-keeping skills under time-sensitive demands.

12/2023 – Present

Data Science Freelancer, freelance
Toronto, Canada

- Designed and managed data dashboards and reports to track business performance and inventory trends for small business clients.
- Conducted data cleaning and quality checks, ensuring accurate and timely reporting for supply and sales operations.
- Supported logistics decision-making by providing data-driven insights into delivery timelines and resource allocation.

EDUCATION

09/2005 – Present

Trios College of Technology

Diploma, Logistics and Supply Chain Management

01/2024 – 03/2024

Certificate, Six Sigma Green Belt, Lean Manufacturing and ISO 9001

08/2020 – 04/2021

Metro College of Technology Advanced Diploma,

Data Science Toronto, Canada

09/2007 – 07/2013

Bahir Dar University

BSc, Electrical and Computer Engineering

Bahir Dar, Ethiopia

01/2024 – 03/2024

NPower Canada Junior Data Analyst Program,

Data Analyst , Toronto, Canada

01/2024

IBM Professional Certificate, Data Analyst

Toronto

01/2024 – 02/2024

Microsoft Certificate, Azure AI Fundamentals

Toronto

SKILLS

Microsoft Excel, Work place communication, CNC Machining, Electronics and Sensors, Advance Manufacturing I and II Blueprints and CAD, Supply Chain Management, Project Management, Six Sigma, Microsoft Word, CRM systems, Cloud based applications, SQL, Python, Power BI, Analytical, Problem-solving, Decision-making, Multitasking, Time Management, Detail-oriented, Self-motivated, Dependable, Collaborative team contributor, Critical Thinking, Client Communication, Accuracy, Relationship Management, Compliance, Risk Classification, Collaboration, Leadership.