

CURRICULUM VITAE (CV)

PERSONAL DETAILS

Name: HAPPIFANIA GASTON MASSAWE
Sex: Female
Date of Birth: 12nd January, 2001
Marital Status: Single
Nationality: Tanzanian.
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SHORT SUMMARY

Be innovative, creative and share my entire academic education, to find a challenging position utilizing my skills and chance to achieve organization objectives by demonstrating high performance capability while seeking long term career development.

ACADEMIC QUALIFICATIONS

LEVEL	PROGRAMME	INSTITUTE/ SCHOOL	YEAR
Certificate in Chinese Language	Advanced Chinese Language	University of Dar Es Salaam	2021 - 2022
Advanced levels education	High school education	Kibosho Girls Secondary school	2018 -2020
Ordinary Level Education	Secondary school education	Singiti Secondary school	2014-2017

WORK EXPERIENCE

● **ZUKU Internet, Dar Es Salaam**

Sales Officer

January 2023 – April 2023

- Generate new customer leads through various channels
- Proactively identify sales prospects and conduct business development activities in the geography assigned Follow up on new leads and referrals to generate business
- Achieving the monthly sales targets, for various products and services
- Follow the various internal guidelines and procedures of the Company
- Ensure customer satisfaction through regular engagement
- Resolve customer queries/issues and facilitate customer services

● **Swiffer Cleaning Company, Dar Es Salaam**

Supervisor and general team Leader

June 2022 – December 2022

- Establish cleaning schedules
- Assign Cleaners under their supervision to different tasks and duties
- Check cleaning equipment condition.
- Coach Service team.
- Coordinate and liaise with clients at worksite.
- Facilitate effective communication and engagement at the workplace.
- Handle complaints and feedback from clients.
- Handle reassignment of tasks when needed.
- Identify training needs for all cleaning staff.
- Implement work plans.
- Inspect work done by cleaners daily.
- Interact and build relationship with customers.
- Monitor and follow up on compliance with cleaning procedures, workplace safety and tender specifications.
- Monitor cleaning material stock level and re-order materials when needed.
- Plan out work schedule for cleaners.
- Provide help and guidance to immediate reports.
- Solve operational problems and make decisions.
- Submit daily cleanliness report.

SUMMARY OF SKILLS

● Technical skills

- Microsoft Office, word, outlook, excel and power point

● General skills

- Ability to establish and maintain good working relationship with others.
- Possess excellent verbal and written communication skills.
- Highly determined and self-motivated worker.
- Ability to work independently and as part of a team.

LANGUAGES PROFICIENCY

Language	Speaking	Listening	Writing
Chinese	excellent	Fluent	excellent
English	Fluent	Fluent	Fluent

PERSONAL INTERESTS

- Volunteering in community projects.
- Reading books, magazines, newspapers and reports.
- Watching TV and charting.

REFEREES

- David James Kakuyu
Chief executive Officer
Swiffer Cleaning Company LTD
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P.O Box 78374 Dar es salaam
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- Hussein Abdallah Iddi
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DECLARATION

I, the undersigned, certify that to the best of my knowledge and belief the information contained herein is correct and truly describes me, my qualifications and my experience.

A handwritten signature in blue ink, appearing to be "H.R.", is written on a light blue horizontal line.