



Chameck@gmail.com

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Dar es salaam

Tanzania

ECKLAND CHAMUNGWANA

RECEPTIONIST

Customer Services Oriented, self-motivated, and Caring Receptionist with extensive experience in resolving conflicts with customers. Through and attentive to detail in all professional matters.

WORK EXPERIENCE

Switchboard operator {Communication Centre}

[**The Residence Zanzibar**](#)

April 2011

Telephone Operator

- Achievement/Task
- Answer all telephone, dispatch via two ways communication
- Operating switchboard systems to advance and complete
- Connections, including local and international
- Calculate and quote charges for services such as long distance connection

Receptionist

[**The Residence Zanzibar**](#)

January 2012

Junior Supervisor front of the house

Task

- Preparing roster
- Preparing house position for next day
- Handling quest complain
- Promote loyalty amongst abroad range of Customers maintain association relation.

Customer Care/Telephone Operator

[**Airtel Company Ltd**](#)

January 2016 – November 2018

- Handling Customer query through telephone
- Answer all incoming calls this includes helping
- Customer both internal and external
- Promote company product, Services and Saving
- Plan when appropriate

Field Officer

[**Life Server Company Ltd**](#)

March 2019

- Going on ground to look for Customers
- Lending money to customer
- Collecting debts from customers
- Receiving payment from customers

Night Auditor/Receptionist

Southern Sun Dar es salaam

Dec 18 – 2019 to 31 March 2021

- Check in/out
- Assist guest with their overnight request
- Balancing accounts from the day shift
- Taking reservations
- Reconciles all accounts, process invoice and preparing pay checks.

Reservation/ Front Office Manager

Golden Tulip Zanzibar Resort

June 01 – 2021 to 31 Dec

- **Oversee all front office operation**
- **Reservations operation**
- **Putting bookings on the system**
- **Replying emails to agent**
- **Controlling the rates on the system**

Education

- Basic Certificate in front office operation

ARUSHA COLLEGE OF HOSPITALITY MANAGEMENT

General Skills

Microsoft Word

Microsoft Excel

Microsoft Access

Microsoft Power Point

Microsoft Window

Microsoft Dos

Soft Skills

- Communication
- Professionalism
- Conflicion Resolution
- Efficiency

Languages

- Kiswahili – Native language
- English – Limited Working proficiency

ARUSHA COLLEGE OF HOSPITALITY
MANAGEMENT - ARUSHA

TANZANIA



Certificate

This is to Certify that

Eckland W. Chamungwana

Has attended and successfully completed Course

Basic Certificate

IN

Front Office Operations

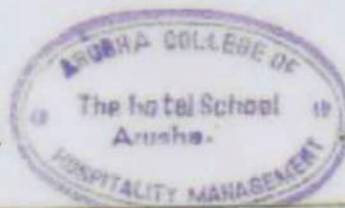
STARTING July 2010

ENDING April 2011

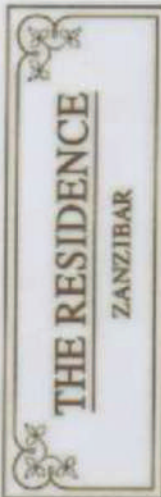
ADMISSION NO: 610

CERTIFICATE NO 610

[Signature]
THE PRINCIPAL



[Signature]
THE DIRECTOR

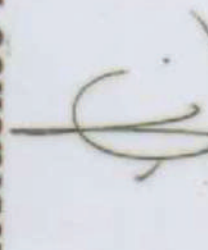


Take • refuge • from • the • norm

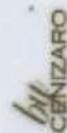
This Certificate is awarded to

Eckland W. Chamungwana

Proud member of The Residence Zanzibar Opening Team


Yves Montel
General Manager

Date: 02 April 2011


bit
CENIZARO

THE RESIDENCE ZANZIBAR ACADEMY


THE LEADING HOTELS
OF THE WORLD

31st December 2021

To Whom It May Concern

This is to certify that Mr. Eckland William Chamungwana was an employee of Golden Tulip Zanzibar Resort as from 01st June 2021 to 31st December 2021 for a period of 7 Months as a Reservations Manager under Front Office Department.

During his working period Mr. Eckland proved as:

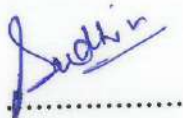
General Conduct: GOOD

Efficiency: GOOD

Reason for Leaving: END OF CONTRACT

We wish him well in his future endeavours to establish his career in the hospitality industry.

Yours sincerely


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Sudhir Kathait

General Manager




.....

Sharifa Dadah

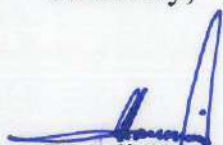
HR Manager

Certificate of Service

This is to confirm that Mr, Eckland William Chamungwana was an employee of Southern Sun Hotels (Tanzania) Ltd (Southern Sun Dar es Salaam) for the period 18/12/2019 to 31/03/2021 and worked in the Rooms Department as a Receptionist when he left.

During his tenure with us, we found Mr, Eckland William Chamungwana to be pleasant, friendly, honest, and cordial to both Guests and colleagues alike. he carried out all duties and assignments with professionalism. he was a team player and would be an asset to any organization requiring his services.

Sincerely,



Daudi Kassone
Financial Controller

