

Nelson Calvert Nkurlu

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SINGIDA

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SUMMARY

An outgoing, ambitious and confident individual whose passion for the HR sector is equally matched by experience in it. Dedicated to employee effectiveness and close monitoring of efficient team, ensuring high performance. Adept of complex problem –solving and effective decision making to ensure that your business succeeds.

EXPERIENCE

November 2022 up to date:

Customer Service Executive at SunKing Solar Company (Arusha)

- Listening to customer concerns
- Answering customer questions and provide information about the company's products and services
- Keep records of customer interactions
- Taking orders from customers and set ups customer accounts
- Resolve customer complaints
- Keeping records of customers and obtaining details of customer complaints
- Ensuring that customers' requests are attended to accordingly
- Process applications and forms e.g. Ameyo, Zendesk, Angaza App and Escalations forms

October 2019 up to September 2022: Contract Employment

Customer Service Representative at TANESCO (Morogoro)

- Receiving calls from customer to represent their queries and problem
- Solving all problems from a customer or client
- Direct a customer to prospective department
- Provides customers additional information and explain services e.g. NiKonekt
- Discusses products offered and ensures satisfaction
- Keeping records of customer comments and complaints to the Office Application e.g. SDMs, CRM and iTrone.
- Ensure customer satisfaction and provide professional customer support

February 2019 up to September 2019**HR-Assistant at Epic Resource Business Limited (HR Consultancy-DSM)**

- Partnering with hiring managers to determine staffing needs
- Screening resumes
- Performing in-person and phone interviews with candidates
- Administering appropriate company assessments
- Performing reference and background checks
- Making recommendations to company hiring managers
- Coordinating interviews with the hiring managers
- Following up on the interview process status
- Maintaining relationships with both internal and external clients to ensure staffing goals are achieved
- Communicating employer information and benefits during screening process
- Staying current on the company's organization structure, personnel policy, and federal and state laws regarding employment practices
- Serving as a liaison with area employment agencies, colleges, and industry associations
- Completing timely reports on employment activity
- Conducting exit interviews on terminating employees

January, 2018 to January 2019:**Administrative Officer (Volunteer) At Tanzania Chamber Commerce Industry and Agriculture (TCCIA-SINGIDA)**

- Ensure proper records, documentation and closure
- Assessing problems and identifying solution
- Respond to queries either in person or over the phone
- Security and clean up offices
- Provide feedback through resolution
- Manage project office petty cash and ensure petty cash payment

EDUCATION

From 2014-2017

The University of Arusha-Arusha

- Bachelor of Business Administration in Office Administration and Human Resource Management

From 2012-2014

Tanzania Public Service College-Tabora Campus

- Diploma in Human resource Management

From 2011-2012

Tanzania Public Service College-Tabora Campus

- Certificate in Public Administration

From 2007-2010

- Ordinary Level (CSE)- Senge Sec School at Singida

SKILLS & COMPETENCIES

- Excellent verbal and written communication
- Benefits Administration
- Data Analysis & HRIS
- Recruitment strategies
- Employee Relation and Conflicts Resolution
- Labor Laws and Regulatory Compliance
- Customer service skills
- Computer skills
- Driving License
- Knowledge of CRM systems

TRAINING AND SHORT COURSES

2023- Foundations of Project Management (AWARDS) attended by **Institute of Personnel and Development (CIPD)**

2023-People Management Skills {AWARDS} attended by **Institute of Personnel and Development {CIPD}**

2020-Customer Care Training facilitated by **TANESCO Training School**

2018-Personal Development Training facilitated by **Epic Business Resources Limited**

2011-Basic Driving Course (theory and Practical) **Attended at VETA**

REFEREES

1. Dr.Tayana Mvungi
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2. Benedict Sembo
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