

Mathew Mfumbi

Customer care executive

Personal details

 Mfumbimatty@gmail.com

 +255754879723

 Ilala
6107 Dar es salaam

 January 6, 1996

 Dar es salaam

 Male

 Tanzanian

 Single

Skills

Customer care representative ●●●●●

Team player ●●●●●

Honest and integrity ●●●●●

Communication ●●●●●

Empathy ●●●●●

Time management ●●●●●

Stress management ●●●●●

Warmth ●●●●●

Active listening ●●●●●

Problem solving ●●●●●

Languages

Swahili ●●●●●

English ●●●●●

Education

Nov 2018 - Aug 2021

Bachelor degree

Mzumbe University, Mbeya

Bachelor Certificate of human resource management

Jan 2015 - Feb 2018

Diploma

Tanzania Public Service College, Singida

Diploma certificate in human resource management

Jan 2010 - Sep 2013

Secondary

Kaloleni Secondary School, Arusha

Certificate of secondary education examination

Employment

Aug 2022 - Present

Customer care executive

Ison Experiences, Dar es salaam

Managing payment and delivery of customers' orders.

Helping customers choose the right product for their requirements and budget.

Handling customer concerns and complaints in a timely manner.

Informing customers of upcoming promotions or deals.

Establishing a positive rapport with all clients and customers in person or via phone.

Fixing appointments based on the availability of customers and clients.

Interacting with customers to ensure they have a desirable and sharable experiences.

Nov 2021 - May 2022

Human resource officer junior

Tropical Centre Institute Limited, Arusha

Supporting the development and implementation of HR initiatives and systems.

Develop training and development programs.

Support the management of disciplinary and grievance issues.

Review employment and working conditions to ensure legal compliance.

Profile

Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve the problems quickly and efficiently, and create high-quality professional relationship with customers via phone calling or in person.

Hobbies

- Football
- Movies

Qualities

- Honesty
- Leadership
- Accountability
- Flexibility
- Creativity
- Willingness to learn
- Problem solving
- Self-motivation

Internships

Nov 2020 - Feb 2021

Human resource officer

National Social Security Fund, Arusha

To register new NSSF members.

Maintaining employee records (attendance)
according to policy and legal requirements.

To manage customer complaints.

References

Mr. Alphonse Dossa

Mzumbe University, Mbeya

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Miss. Mercyana Mjewa

Ison Experiences, Dar es salaam

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Ally Mvano Ally

Immigration, Tanga

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