

CURRICULUM VITAE (CV)

Full name: Jenifa Mwarabu

Phone: +255 692 889 767

Email: nipher75@gmail.com

Personal Details:

Date of Birth: 16 September 1992

Sex: Female

Nationality: Tanzanian

Marital status: Married

Personal Profile

I am a keen detailed person with excellent analytical, verbal and written communication skills in both English and Swahili. A self-motivated, committed and determined in achieving my goals, I am able to work on own initiative and as part of a team.

Education and Qualification

2012 - 2015	University of Dar es Salaam Bachelor Degree in Political Science and Public Administration
2010-2012	Loleza Girls High School Advanced Certificate of Secondary Education
2006-2009	Nyumbu Secondary School Certificate of Secondary Education
1999-2005	Nyumbu Primary School Certificate of Primary Education

Work Experience

December 2018 up to July 2019: HARLOS COMP. LIMITED

Position: Receptionist

Duties and Responsibilities

- Receiving, welcoming visitors at the front desk
- Answering screening and forwarding incoming phone calls
- Direct visitors to the appropriate person and office
- Update calendars and schedule meetings
- Perform other clerical duties such as filing, photocopying
- Order front office supplies
- Receive, sort and distribute daily mail/deliveries

- monitor logbook, issue visitor badges
- Preparing meeting and training rooms.

Feb 2016 up to December 2017: AIRTEL TANZANIA

Position: Customer service

Duties and Responsibilities

- To create awareness to customers about product
- Processing orders, forms, applications and requests
- To serve customers by providing customers with product and service information and resolving product and service problems
- Maintain customer records by updating their information
- Making mobilization
- Build and improve the quality of business relationships with customers
- Solve different customer complain within my team

July 2015 to Feb 2016: China Civil Engineering Construction Company (CCECC)

Position: Receptionist (Contract)

Duties and Responsibilities

- Build and improve the quality of business relationships with customers. To create awareness to customers about product
- Liaising with staff, suppliers and clients
- To identify potential customers
- Making mobilization
- Develop sales strategies for the Company's key business areas
- Reminding the manager/executive of important tasks and deadlines
- Typing, compiling and preparing reports, presentations and correspondence

July 2014 to October 2014 Tanzania Automotive Technology Centre

Position: Human Resource Officer; (Practical Training)

- To Prepare human resource planning and training programmes
- To Assist in conducting staff performance appraisal for year 2012/2013
- To Assist in Identifying training needs of the Bureau

- To assist in recruitment and selection
- To participate in preparing Personal Emolument(PE) for the year 2013/2014
- To update Seniority list
- Dealing with different workers issues
- To prepare retirement letters
- To prepared letters to inform members of different task forces such as consultancy policy, training policy, and staff regulation policy
- To organised different seminar conducted at bureau example for PSPF and PPF for new employees
- Dealing with planning, managing, evaluating, and realizing the performance improvement in the organization with the aim of achieving organizational goals, also dealing Open Performance Review and Appraisal system (OPRAS).

SEMINARS AND WORKSHOPS

1	Preparation of Annual Budget	Tanzania Automotive technology centre- kibaha	1 Week
2	STAFFING: Recruitment and Selection	Tanzania Automotive Technology Centre- Kibaha	1 Week
3	Business Enterprises Solution	Airtel Tanzania Limited	1 Week
4	Customer Care Training	Airtel Tanzania Limited	1 Week

Other Qualifications and Skills

Computing: Literate in Microsoft Office Applications namely: MS Word, MS Excel, MS Power Point and Internet

REFEREES

Mr. Felix Nyella

Assistant Lecturer, University Of Dar es salaam
Dar Es Salam Tanzania
P.O.BOX 35091
DAR ES SALAAM
Cell: +255 753 584 044

Mr. Ronald Deuly

Deputy sales and maintenance manager
China Civil Engineering Construction Company
Email: rdeuly@gmail.com
DAR ES SALAAM
Cell: +255 752 360 050

Mr. Boniface Matambula

Smb- Team leader
Airtel Tanzania
P.O.BOX 9623
DAR ES SALAAM
Cell: +255 784 670 243

Declaration

I declare that the information above is true to the best of my knowledge.