**CURRICULUM VITAE:**

**Name : KAPALATA, AMANDA KARURAMA**

**Marital Status : MARRIED**

**Date of Birth : 22/03/1987 – MANYARA/ARUSHA**

**Nationality : TANZANIAN**

**Sex : FEMALE**

**Contact : P.O. BOX 11440, DAR ES SALAAM**

**+255 655 777 594 |** [**amyguh2012@gmail.com**](mailto:amyguh2012@gmail.com)

**EDUCATION BACKGROUND:**

2014: **Degree in Human Resource Management at Institute Of Social Work** – Dar es Salaam, Tanzania

2007-2008: **Certificate in Computing and Information Technology at University of Dar es Salaam Computing Centre** – Dar es Salaam, Tanzania

2002-2006: **Ordinary Level Certificate (CSE) at Loyola Secondary School** –Dar es Salaam, Tanzania

**Languages:** Very good in writing and speaking English / Kiswahili

**Computer Literate:** Microsoft Word, Microsoft Excel and Microsoft Power Point

**EMPLOYMENT HISTORY:**

**A: Empowerment Worker at MUKIKUTE (Harm Reduction Center) - (May 2019 to 2023)**

* Coordinate and supervise the implementation of field and DIC activities as per donor requirements on a regular basis maintaining regular visit to the field.
* Develop and monitor weekly work plans of the outreach team.
* To ensure program quality through regular technical supervision and support to the field teams in the implementation of harm reduction related initiatives.
* Access the capacity building requirements of the project staff and ensure their professional development.
* Establish and maintain stock supply and chain management mechanism of harm reduction commodities.
* Conduct weekly/monthly review meetings with the project staff and peer educators to identify shortfalls and evolve corrective measures/plans of action.
* To supervise data collection, monitor, analyze and evaluate program outcomes on a regular basis with timely reporting of program performance.
* Upon request, represent the organization to relevant internal and external stakeholders’ meetings.

**B. Program Assistant (ViiV/Harm Reduction Program) MUKIKUTE; January 2021 – July 2023**

* Plan, coordinate and monitor activities at the DIC and in outreach
* Manage outreach workers/DIC officers, volunteers and peer educators
* Provide monthly supervision to outreach workers, volunteers and peer educators
* Advocacy and capacity building to Police officers and Local government officials (Regional and District level) about harm reduction concerning legal matters and mental health of people who are using drugs.
* Ensure that outreach workers/DIC officers, volunteers and peer educators follow MUKIKUTE security and other rules and take appropriate care of MUKIKUTE properties
* Chair weekly team meeting
* Coordinate activities with all other departments (administration, logistics, M&E, medical, legal)
* Facilitate monitoring, evaluation and reporting
* Provide support in medical issues whenever needed
* Contribute to the development and provision of internal and external training sessions
* Map services for IDUs in the district
* Other duties as requested by director or program coordinator

**C: Chairman of board (Kinyerezi Dispensary) - (June 2018 to 2023)**

* Recruitment orientation and making strategic plans and decisions
* Overseeing dispensary financial health and sustainability

**D: Human Resource Executive at Ison BPO Tanzania Ltd – (March 2011 to April 2018)**

* Advising and intervening the company legal matters and compliances.
* Policing arm of Executive Management Team.
* Controlling employee turnover and Absenteeism at work place.
* Conducting Succession Plan for the organization at middle Management and supervisory level.
* Maintaining CV’s, Recruitment and selection and ensuring that the newly recruited employees

complete and sign all necessary employment documents.

* Employee engagement reports, leaves records and maintenance reports, and HR helpdesk Reports.

**E: Acting Supervisor – Customer Care Retention at Airtel Tanzania (November 2010 – February 2011)**

* Execution of the retention campaigns and monitors them, manage retentions customer care

data base and conduct customer care surveys.

* Monitor and maintain performance standards, conduct performance reviews.
* Provide hands-on support and guidance to retention agents in work related

activities, ensure availability of tools, handle escalated queries, resolve team conflict, maintain

team morale and monitor the compliance of the company policy.

* Conduct coaching and training to customer care agent and discuss career plans with each staff

member then provide development opportunities based on their skills, interests and goals.

* Identify areas for development to ensure continuous improvement.

**F. Retention Executive at Airtel Tanzania (June 2009 to March 2011)**

* To proactively initiate customer interaction focused on increasing customer lifetime and value.
* To conduct outbound/inbound campaigns to educate, sell services and resolve issues and

customer queries.

* To action requests and record customer responses.
* The team aim is to reduce targeted customers risk of churn and to increase their satisfaction

level with company.

**G. Customer Care Representative at Airtel Tanzania – (October 2007 to May 2009)**

* To receive calls from customers, helping to resolve their queries through system and tagging cases for reference and audit check.
* Reporting to Customer Care Supervisor all cases that have not been resolved at the first point of contact.
* Update customer accounts with credit and manual to-ups when warranted.
* Conducting online surveys regarding the products and services that Airtel offers to customers.

**CUSTOMER EXPERIENCE:**

* I have been dealing with customers for three years, dealing with complaints, requests, and queries and providing relevant information’s on Airtel products and services which was done through calls and face to face delivery.
* I used to contact diamond customers, collecting their details, i.e. physical address in order to make easy for Airtel officials wants to pay a visit to them.
* Customer Care ethics and fundamental principles of handling different types of people. Responding to Customers’ problems, needs & Queries and knowledge of customer care principles/rules and products and services of the company

**HOBBIES & INTERESTS**

* Participating in sports, social activities and creating awareness through social engagements.

**REFEREES:**

1. Mr.Robert Okola

Program Coordinator-Mukikute

Dar es salaam – Tanzania

Tel: +255 684 206 151

Email: [robokol@yahoo.com](mailto:robokol@yahoo.com)

1. Melinda Siarra Kamukara

Relationship Manager Private banking

P.O Box 2369 Dar es salaam

Tel: +255 754 710 208

Email: [Melinda.Kamukara@nmbtz.com](mailto:Melinda.Kamukara@nmbtz.com)

**ACKNOWLEDGEMENT:**

I, **Amanda Karurama Kapalata**, certify that all information stated in this resume is true and complete to the best of my knowledge. I authorize any prospective employer to verify the information provided in this resume.

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**Signature Date**