

CURRICULUM VITAE (CV)



PERSONAL DETAILS

SURNAME: PHABIAN,

FIRST NAME: NG' HONGE

Date of birth	Place of Birth	Gender	Marital status	Nationality
September 10, 1995	Bunda, Mara	Male	Single	Tanzanian
Current Location	Telephone	Address	Email ID	
Dar es Salaam	(+255) 782373271/628085880	P.O. Box 705 D'Salaam	nghongephabian@gmail.com	

PERSONAL STATEMENT:

I'm a degree holder in Automobile Engineering from National Institute of Transport in Tanzania and registered with ENGINEERS REGISTRATION BOARD (ERB) with registration No: **GE155990**. Furthermore, I'm experienced in hard working and team work I have worked with different companies/organization as detailed below in this curriculum vitae.

LANGUAGE PROFICIENCY

Language	Speak	Read	Write
English	Good	Good	Good
Kiswahili	Good	Good	Good

COMPUTER PROFICIENCY

Programme	Skills	Programme	Skills
MS Office Word	Good	AutoCAD	Good
MS Office PowerPoint	Good	Windows Installation (OS) & Drivers	Good
MS Office Excel	Good	Proteus	Good

ACADEMIC QUALIFICATIONS

Education Level	Programme	Institution	Year
Bachelor Degree	Automobile Engineering	National Institute of Transport	2016-2020
Advanced Secondary	Physics, Chemistry & Mathematics (PCM)	Kahororo boy's Secondary School	2013-2015
Ordinary Secondary	Social Science	Malili Secondary School	2009-2012
Primary Level	Primary Education	Mwamigongwa Primary School	2002-2008

TRAINING AND SEMINARS

Concentration	Target	Organisation	Year
Transport Officer course	General concepts and responsibilities of a Transport officer.	NIT	2020
Car Tracking Technology	How to use the system in the motor vehicles	CAR TRACKING TANZANIA & IET	2020
OSHA	Occupational Safety, Health and Environment	OSHA & IET	2020
Road Safety	Road Safety Awareness and Fuel Management in Vehicle Operation	NIT & IET	2019
Driving Licence	Class B & D	Tanzania Regulatory Authority	2019
IET-NIT MEMBER	Participating in all engineering works/activities	IET	2018-2020
OSHA	Industrial Security and Risk Management	OSHA & IET	2018
Fire and Rescue Squad	Fire Fighting Awareness and First Aid	Fire and Rescue Squad & IET	2018
OSHA	Occupational Safety, Health and Environment	OSHA & IET	2017
UNESCO	Capacity Building on UNESCO	UNESCO	2017

WORKING EXPERIENCE

INSTITUTION	POSITION	FROM	TO
FUCHS LUBRICANTS TANZANIA LIMITED	Sales Engineer	13 th July 2023	CURRENT

Duties performed:

- Preparing and developing technical preparations to explain the company's product or services to customers.
- Discussing equipment needs and system requirements with customers and engineers.
- Collaborating with sales teams to understand customer requirements and provide sales support.
- Generating high-quality sales leads, following up after initial contact, securing and renewing orders, negotiating prices, completing sales, and arranging deliveries.
- Researching, developing and modifying products to meet customer's technical requirements and needs.
- Helping customers who have problems with installed products and recommending improved or upgraded materials and machinery.
- Soliciting and logging client feedback and evaluating the data to create new sales and marketing strategies to target customers.
- Identifying area for improvement and communicating these issues as well as possible solutions to upper management.
- Setting and achieving sales goals and quotas.
- Coordinating with the production team as well as the other companies to provide technical knowhow and support to sales and management team.
- Training other members of the sales team on the technical aspects of the company's products and services

WORKING EXPERIENCE

INSTITUTION	POSITION	FROM	TO
A&A GLOBAL LEASING SERVICE LTD	Maintenance workshop administrator	28th July 2022	13 th July 2023

Duties performed:

- Provide administrative support to the maintenance department.
- Generation and distribution of maintenance, production and other PMs to responsible parties.
- Updating and maintaining asset and preventive maintenance task information in prevention.
- Organizing and coordinating PM activities with maintenance, engineering and production departments.
- Analysing downtime data to develop effective preventive maintenance procedures.
- Gathering information to complete monthly reports for maintenance.
- Completing monthly KPI's for maintenance and production PM's and WO's.
- Coordinating contractor work along with unscheduled work.
- Distributing all required materials to vendors/contractors before coming on site.
- Use of Fleet Management/Tracking Solution (software) which helps in monitoring: - Alarms Configuration (Accident Alarm, Battery Disconnect Hijack Alarm, over speeding, Hijack, Panic, Idling, Harsh Braking/ Acceleration)
- Dedicated Account Manager to Clients
- Quality Staff
- Provision of Services using the most cost-effective model
- Pro-Active and offer maximum satisfaction in terms of quality and timing
- Flexibility in policy implementation
- On-the-spot Account holding manager with dedicated hotlines for communication
- Member of Equipment Leasing Association of Nigeria (ELAN)
- Certified Fleet Management operator by Federal Government/FRSC
- Provision of Customer help desk
- Put up an effective feedback apparatus
- Monitoring operations: Monitoring team in place for safety/security

WORKING EXPERIENCE

INSTITUTION	POSITION	FROM	TO
CMC AUTOMOBILE LTD	Service advisor cum fleet controller	06 th December 2021	28 th July 2022

Duties performed:

- Communicates with clients about vehicle problems, insurance questions, and warranty issues
- Maintains positive relationships with clients to ensure repeat and return customers.
- Approaches transactions with sales-minded professionalism and suggestively sell products and services to clients, including making clients aware of all packages and retail options available
- Answers customer questions about services, including when to expect vehicle repairs
- Displays extensive knowledge about products and services.
- Attend to customer as they walk in the door, never keep them waiting.
- Ensures customer vehicle is finished on time and details for customer services rendered and costs for those services, ensuring satisfaction at every step of interaction
- Uses all methods of customer communication, including online bookings, phone calls, and in-person interactions, to schedule and book appointments, vehicle drop-offs, and vehicle pick-ups
- Communicates with technicians about vehicle statuses, and ensures that vehicles will be ready for customer on time.
- Acts as an advocate for clients when communicating vehicle problems and needs to repair department
- Liaises with technicians about parts ordering to ensure requisite parts are available when vehicle repairs require them, and communicates any time restrictions to customers in timely manner
- Processes customer payments
- Demonstrates extensive knowledge of service department
- The effective use of the resorts available throughout the day are functioning and available IE. Computer, Management, Cell phone
- The efficient process of all Fleet vehicles through the different service centres.
- The continuous updating of vehicle status within the different service centres.
- Efficient effective communication between all Fleet Customers, Service providers and Administrations personal
- all safety processes and procedures assigned to his department are upheld.
- Receive all fleet service – maintenance enquires.
- Facilitate all booking arrangements across all service centres
- Obtain customer authorisation for work to commence.
- Provide quotations and Repair Orders.
- Monitor all work progress though out the day.
- Evaluate all work performed as well as quality

WORKING EXPERIENCE

INSTITUTION	POSITION	FROM	TO
TOTAL TANZANIA	Graduate Mechanical Engineer	1 st October 2020	06 th December 2021

Duties performed:

- To ensue safety for me, for you and for all during the working hour to the station.
- Greeting customers and scheduling service appointments.
- Making consultancy to customer on the benefit of the company's products in the motor vehicle (engine)
- Inspecting the vehicle and advice the customer to make maintenance/repair of the default parts after visual inspection.
- Making the vehicle services.
- Promoting and advertising the company's products (fuels, lubricants, and vehicle fluids).

INSTITUTION	POSITION	FROM	TO
Geita Gold Mining Limited.	Industrial Practical Training (IPT)	22 nd July 2019	15 th September 2019

Duties performed:

- Attend health, Safety, environmental, Risk assessment, Fire fighting awareness, mining and void induction.
- Planning the machine for major services.
- Preventive maintenance services in caterpillar 785C and 777D dump truck.
- Preventive maintenance services in Terex dump truck MT4400AC.
- Preventive maintenance services in JM019, JM024 and JM027 water truck 777D.
- Preventive maintenance services in excavator RH340, RH 170.
- Preventive maintenance services in light vehicle and light truck.
- Preventive maintenance services in wheel loader 992K and 996F.
- Major component change-out in caterpillar 785C and 777D dump truck.
- Breakdown troubleshooting in caterpillar dump truck 778C and 777D.
- Electrical preventive maintenance services in forklift, light truck and light vehicles.

WORKING EXPERIENCE

INSTITUTION	POSITION	FROM	TO
VETA-DAR ES SALAAM	Industrial Practical Training (IPT)	February, 2018	May, 2018

Duties performed:

- Educating other Trainees about Safety during working hours.
- Greeting customers and scheduling service appointments.
- Opening and closing job cards and descriptions of problem.
- Fixing of the inspected and observed problem of the motor vehicle.
- Vehicles road test-driving before and after repair.
- Technical explanation to customers
- Estimating the cost and time needed for repairs.
- Inform customers for changes in service for their vehicles after service/repair is done.
- Thorough check-up of the vehicle before and after service.
- Monitors the workshop tools and equipment for its use and utilization.
- Acting as electrical technician during his absence.
- Mechanics supervision and job allocation to other trainees and making follow-up.
- Daily, Weekly and Monthly workshop report writing.

INSTITUTION	POSITION	FROM	TO
Tanzania Electrical, Mechanical and Electronics Service Agency (TEMESA)- Mwanza	Trainee Motor Vehicle maintenance	March, 2017	May, 2017

Duties performed:

- Motor Vehicle Services and Maintenance Scheduling.
- Implementing safety rules and regulation.
- Reporting machine/equipment breakdown to Workshop Manager.
- Ensures that workshop area is clean, organized, and free of dangerous or hazardous material.
- Daily and Weekly Report Writing.

WORKING EXPERIENCE

INSTITUTE	POSITION	FROM	TO
Christian Public Transport, Chanika-Dar es salaam	Motor vehicle instructor	August, 2017	October, 2017

Duties performed:

- Plans daily activities of the workshop.
- Implementing safety rules and regulation.
- Reporting machine/equipment breakdown to Workshop Manager.
- Ensures that workshop area is clean, organized, and free of dangerous or hazardous material.
- Oil, Coolant and Filters Recording.
- Estimating the cost and time needed for repairs.
- Ensure daily operation of the motor vehicle according to their daily routine

INSTITUTE	POSITION	FROM	TO
IET-NIT Students' Chapter	Chairperson	June, 2018	August, 2020.

Duties performed:

- As the chairperson of the Executive Committee and to chair all its meetings.
- As the chief spoken of the IET-NIT Students' Chapter.
- As the general Overseer of the entire affairs of the IET-NIT Students' Chapter, and supervise the proper conduct and performance of the chapter.
- As the signatory of the accounts of the IET-NIT Students' Chapter.

REFEREES

NAME	COMPANY	POSITION	CONTACTS
Eng.Dr. Omary Mashi	National Institute of Transport in Tanzania	Head of Department of Transport Engineering and Technology.	Email: omashi@hotmail.com Phone: (+255) 686107483
Mr. Ipyana Moses	INSTITUTION OF ENGINEERS TANZANIA	Executive secretary, INSTITUTION OF ENGINEERS TANZANIA	Email: ipyanamoses@gmail.com Phone: (+255) 686 107 483
Mis. Elizabeth Ngantuga	National Institute of Transport in Tanzania	Lecturer, National Institute of Transport	Email:elizabethngatunga@gmail.com Phone: (+255) 782468604

WORKING EXPERIENCE

Certification

I, the undersigned hereby certify that to the best of my knowledge and belief, this profile correctly describes qualifications, my experience and myself.

Signature



Name: Phabian Ng'honge

List of abbreviations.

ERB	Engineers Registration Board
NIT	National Institute of Transport
IET	Institution of Engineers Tanzania
OSHA	Occupational Safety and Health Authority
VETA	Vocational Education and Training Authority
TEMESA	Tanzania Electrical, Mechanical and Electronics Agency
UNESCO	United Nations Educational, Scientific and Cultural Organization.