

Flora A. Mbwete

Date of Birth: February 22, 2001

Nationality: Tanzanian

Contact Information:

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Objective:

Dedicated and results-driven professional with a strong foundation in Human Resources, Management, and Customer Care. Seeking opportunities to contribute my skills and expertise to a dynamic organization.

Education:

- Bachelor Degree of Arts in international Relations

University of Dodoma (UDOM)

Duration: 3years

Graduation Year: 2021-2023

- Advanced level

mbezi high secondary school

Duration: 2years

Graduation Year: 2018-2020

- Ordinary level

Mbezi beach secondary school

Duration: 4 years

Graduation Year: 2014-2017

Skills:

- Human Resources: Knowledge of HR principles, recruitment, employee relations, and record keeping.
- Management: Effective leadership, team management, and problem-solving skills.
- Customer Care: Excellent communication, empathy, and conflict resolution abilities.
- Interpersonal Skills: Ability to work collaboratively and build strong relationships.
- Time Management: Efficiently handle multiple tasks and meet deadlines.
- Computer Proficiency: Familiar with Microsoft Office Suite.

Work Experience:

1. HR Intern

Dar es Salaam City Council Office

- Assisted with HR tasks, including recruitment, onboarding, and maintaining employee records.
- Contributed to employee engagement initiatives and training programs.

2. Store Manager

Eagles Stationary

2016-2018

- Managed day-to-day operations of the store, including inventory control and staff scheduling.
- Oversaw a team of [Number] employees, ensuring high customer satisfaction and sales targets.

3. Customer Service Representative

Lora's Store

2020-2023

- Provided excellent customer service, addressing inquiries and resolving issues.
- Maintained a positive and helpful attitude, resulting in a strong customer base.

Languages:

- Fluent in Swahili (Native)
- Proficient in English

References:

Available upon request.

1. Mr. Magoti Lazaro

The Headmaster

Joyland secondary school

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2. Deusdedith Kivyiro

Department of Political Science and Public Administration

The university of Dodoma

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Dodoma

Assistant Lecturer in International Relations

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I look forward to the opportunity to discuss how my qualifications and experience make me a valuable candidate for your organization. Please feel free to contact me at [Your Phone Number] or [Your Email Address].