

CURRICULUM VITAE

PERSONAL PARTICULARS:

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|----------------|---|---|
| Name | : | Hermani Agwanda Joshua |
| Date of Birth | : | 13th April 1994 |
| Gender | : | Male |
| Nationality | : | Tanzanian |
| Marital Status | : | Single |
| Residence | : | Dar es Salaam |
| Languages | : | English and Swahili |
| Mobile Phone | : | +255 652 228 122 |
| Email | : | Hdaniell26@gmail.com |

EDUCATION BACKGROUND:

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|----------------|--|
| January – 2019 | Certificate of Registration Procurement and Supplies Professionals and Technicians Board. |
| 2015 – 2018 | Bachelor of Procurement and Supplies Management College of Business Education (CBE) – Dar es Salaam |
| 2013 – 2015 | Diploma in Procurement and Supplies Management College of Business Education (CBE) – Dar es Salaam |
| 2012 – 2013 | Certificate in Procurement and Supplies Management College of Business Education (CBE) – Dar es Salaam |
| 2008 - 2011 | Ordinary Secondary Education (O`LEVEL) Heri Secondary School |
| 2001 - 2007 | Primary School Ukombozi Primary School |

WORK EXPERIENCE:

❖ **Ison Bpo Tanzania Limited from September 2015 to June 2016 as
Customer Care Representative.**

Key responsibilities

- Management and Resolve customer complaint.
- Answer incoming calls.
- Follow up customer calls where necessary.
- Complete call Logs and reports.
- Identify and escalated issues to supervisors
- Upsell products and services.

- **July 04th, 2016 Up to September 30th, 2016 Practical training at the Tanzania Revenue Authority (TRA) Dar Es Salaam as a Procurement Assistant.**

Key responsibilities

- Receiving material
- Dispatch document
- Inspection and preparation of report
- Conducting stock taking and stock checking
- And other duties in relation to areas of our operations.

- **Playmaster Gaming Corporation Limited from November 2018 to October 2022 as a CASHIER**

Duties and Responsibilities

- Provides a positive customer experience with fair, friendly, and courteous service.
- Resolves customer issues and answers questions.
- Processes return transactions.
- Itemizes and totals purchases by recording prices and operating a cash register.
- Collects payments by accepting cash payments from customers and makes change for cash customers
- Balances cash drawer by counting cash at beginning and end of work shift
- Provides pricing information by answering questions
- Maintains checkout operations by following policies and procedures and reporting needed changes
- Contributes to team effort by accomplishing related results as needed.

- **ASA Microfinance Tanzania Limited as Loan Officer (LO) From November 2022 to August 2023**

Job Responsibilities:

- 1 To build and maintain a substantial and high-quality loan portfolio.
- 1 To conduct members recruitment and screening.
- 1 To orient clients to the particular loan products and services.
- 1 To make groups in all working days in a week, minimum Total clients will be 350.
- 1 Make a regular contact with the groups and clients in field.
- 1 To process loan applications, verify client's income generating activities (IGA) and other related.
- 1 Collect instalments from the clients in groups on regular basis and on time.
- 1 To manage loan disbursements and monitor & collect loan repayments.
- 1 Verify client's Guarantor's house and other necessary documents.

- 1 To provide quality and good customer service to clients.
- 1 To accomplish all the documentations for the day as required.

COMPUTER SKILLS:

Microsoft Office Suite Applications: MS Word, Excel, Access, Power Point, Publisher
Internet and E-Mail.

TRANSFERABLE SKILLS AND ABILITIES:

- Ability to operate office equipment including photocopiers, scanners and fax
- Ability to work in a busy work environment under little or no supervision
- Charming personality and good interpersonal skills
- Comfortable when interacting with people, even in stressful situations
- Ability to do administrative tasks, such as typing, proofreading and editing

HOBBIES:

- Reading newspapers,
- watching Television,
- browsing the internet and
- Traveling.

REFEREES:

Juliana Kayamba

Customer Care Representative

TTCL

Dar Es Salaam

Tell: +255 672 506 495

Catherine Charles

Procurement officer

SCI Tanzania Limited

PO.BOX 80015

Dar Es Salaam

Tell: +255 652 228 122

Email: Catherinec667@gmail.com

Brian Eliuter

Manager,

PlayMaster Gaming corporation

Dar Es Salaam

Tell: +255 719 464 902

CERTIFICATION

I, **Hermani Agwanda Joshua**, certify that to the best of my knowledge and belief, these data correctly describe me, my qualification and my experience.

➤ *Thanks you for receiving and reading this Curriculum Vitae which express my personalities, Academic award and working experience. It is my hope that my application will be considered.*