CURRICULUM VITAE

**APERSONAL INFORMATION**

Full Name: Anita Goodluck Makule

Date of Birth: 13th March 1989.

Place of Birth: Kilimanjaro.

Nationality: Tanzanian

Sex: Female

**B: CONTACT ADDRESS**

Physical address P.O.BOX 186 HAI

Phone number +255718239468 OR 0746123753

E-mail address anithamakule@gmail.com

**C: EDUCATION BACKGROUND**

October 2010 to August 2014: **Bachelor of Community Development with bias in Gender and Development (BCD-GD)** at Community Development Training Institute (CDTI- TENGERU) Tanzania.

June 2008 to February 2010: **Advanced certificate of secondary education (ACSEE),** at Weru weru Secondary School, Kilimanjaro, Tanzania.

January 2004 to Nov 2007: **Ordinary** **Certificate of secondary education (CSEE),** at Marangu Secondary School, Kilimanjaro -Tanzania.

January 1995 to September 2003: **Primary School Certificate** at Pumwani Primary School, Nairobi, Kenya.

**D: AREAS OF COMPETENCE**

 Miss Anita Goodluck Makule is a graduate from Community development Training Institute. Majored in Bachelor of Community Development with Bias in Gender and Development (BCD-GD). I have been keen and interested in Introduction to Micro and Macro Economics, Project Appraisal, Monitoring and Evaluation, Participatory Planning Approaches (PPA), Principle of management, Entrepreneurship, Advocacy and lobbying, psychology, Adult Learning and Family, child development, Customer Services, Administration and Advertisement,

**E: WORK EXPERIENCE**

**E . June 2013 to August 2016** Employed with OffGrid-Electric as Customer Care officer

 Responsibility.

* + - Works with different agents and provides general guidance.
		- Assisting line Managers
		- Day to day sales collection
		- Handling and Supervising cash operations
		- Controlling Cash flow
		- Process payment accordingly to Company's procedures
		- Deal with purchasing of office supplies and Maintenances.
		- Maintain accurate record of transactions through Agents.
		- Balance sales and receipts accordingly to Company's procedures
		- Respond to Complains
		- Arrangement of Staffs Transport to and from Site
		- Balancing of cash books with system without error
		- Receiving guests
		- Receiving call
		- Respond to the complain to the customer.
		- Phone Marketing

**SEMINARS AND TRAINING ATTENDED**

June 2011 Training on “Customer Care Skills” organized by East Africa Productive Trainer Ltd at Institute of Accountancy Arusha.

April 2012: I attended to seminar concerning child careering and their rights at mwembesongo ward at morogoro

December 2012: Training on “How to be an ambassador in the fight against HIV/AIDS***”*** Organized by Support for International change at CDTI- TENGERU

**F: RESEARCH CONDUCTED**

April 2012 to July 2012: I conduct field research on Challenges facing women participation in decision making on household’s income and expenditure in mwembesongo ward in morogoro municipality.

**G: COMPUTER SKILLS**

I 1: Application SoftwareLevel of Proficiency

* Ms Word Intermediate
* Ms Excel Intermediate
* Ms Emails and Internet Intermediate
* Ms Power Point Intermediate

**H: LANGUAGE SKILLS**

**LanguageLevel of Proficiency**

* English Fluent
* Kiswahili Fluent

**I: ABILITY.**

* To deal with community development.
* Management and Leadership
* Monitoring and Evaluation
* Lobbying and Advocacy.
* Flexible to work depending on the situation.
* To learn new technology and analytical skills for problem solving.
* To work under minimum supervision
* To operate and supervise different community development activities.

**REFEREES**

MR. MUHANGO

DEPARTMENT OF GENDER

COMMUNITY DEVELOPMENT TRAINING INSTITUTE

TEL: 0713-357542

P.O. BOX 1006

TENGERU-ARUSHA

ENG. FRANCIS A. CHALE

AIR NAVIGATION ENGINEER

TANZANIA CIVIL AVIATION AUTHORITY

P.O. BOX 2819

DAR ES SALAAM

MS HAWA JOHARI

CUSTOMER CARE MANAGER

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