

CURRICULUM VITAE (CV)

PERSONAL DETAILS

- (a) Surname: NDERE
(b) Other names: NCHAMA MAGERE
(c) Sex: MALE
(d) Date of Birth: 28TH AUGUST 1998
(e) Nationality: TANZANIAN
(f) Marital Status: SINGLE
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ACADEMIC QUALIFICATIONS

SN	Qualification attained	Year	Institution
1	Bachelor of special needs	2018-2020	Dodoma University (UDOM)
2	A' Level	2016-2018	Ngudu High School
3	O' Level	2012-2015	Ngoreme Secondary School
4	Primary	2005-2011	Iramba Primary School

WORKING EXPERIENCE

1. GOROWA SPECIAL EDUCATION NEEDS SCHOOL

Position: TEACHER Sept 2018-Dec 20218

A Special Education Teacher is an educator who specializes in teaching children with physical, mental, emotional, and learning disabilities. They develop tailored teaching plans, collaborate with parents and support staff, and assess students' progress to help them achieve important learning milestones.

WORK DUTIES

- Assessing children's skills and learning requirements
- Designing Individualized Educational Plans (IEPs)
- Collaborating with parents and school staff to track students' progress

2. NMB BANK (UDOM BRANCH)

KICOLLEGE CUSTOMER CARE AND AMBASSADOR (SEPT 2019-DEC 2019 and SEPT 2020-DEC 2020)

- Cooperate with all staff are meeting or exceeding performance expectations and support staff to deliver exceptional and professional service.
- Delivery of Contact Center services and ensuring that quality assurance, compliance, regulatory, and legal obligations are met across all interactions in all shifts.
- Embed a performance culture, framework and review processes to achieve All set KPI's.
- Drive an excellent customer experience through improving first contact resolution and satisfaction while driving a significant reduction in complaints and repeat calls.
- Accountable for the mitigation of the Contact Center unit risk profile as well as implementing sound governance and compliance processes.
- Ensure staff adherence to set targets and appropriate call handling
- Work with Manage Contact center to ensure a proper forecasting, planning, scheduling, monitoring and reporting shift pattern and performance.
- Ensure Receptionists deliver a consistently exceptional customer experience, identify opportunities to introduce products and services relevant to customers' expectations and needs.
- Registration of NMB CARD and Advertisement

3. MARICHA CREDIT COMPANY LIMITED

POSITION: MANAGER ((2021-2022)

- Evaluate potential customers' creditworthiness
- Maintain detailed records of company loans
- Approve or reject loan requests from customers
- Calculate and set loan interest rates
- Negotiate loan terms with new customers
- Monitor customers' loan payments
- Review and update the company's credit policy when necessary

- Create a credit scoring model to assess risks
- Supervise all staff on distribution of different task
- Managing company proper from 10% up to 60%
- Build and maintain relationships with collection agencies, credit reporting agencies, and insurance providers.
- oversees the credit granting process at their company by assessing current and potential customers

4. BOMET CORPORATION LIMITED (GOODONE)

POSITION: ASSISTANCE HUMAN ADMINISTRATION MANAGER(2022-2023)

Company located in Da Es Salaam Tanzania deal with FMCG material, on import of manufacturing material, house hold, home appliance, ceramic and sanitary, furniture, tiles and sales of Washing powder (NICEONE) and KISSKIDS, the company cooperate with URHOME COMPANY LIMITED and PRANCE INTERNATIONAL TRADE INDUSTRIES COMPANY LIMITED, for manufacturing of Washing powder material, hardware material and diapers

Job role

- Conducting interviews, recruiting, and vetting new staff.
- Arranging training sessions with all new hires and refresher workshops for existing employees.
- Assisting managers with staff requirements.
- Identifying and addressing employee requirements regarding performance issues, training, and career growth.
- Performing various administrative tasks and accurately processing paperwork.
- Counseling staff on HR policies, practices, and procedures.
- Preparation of employment contract for renew and sign for new staff
- NSSF, insure contribution of social security fund, are contributed, assist Employee fill for maternity leave claim benefit, health insurance and benefits claim.
- WCF, insure the company contribute for the workers fund, notification of accident report in portal and incharge of all issue concern with WCF Employer portal
- Work permit processing, Resident permit and Visa application for foreigner
- Employee cases CMA for dispute settlement

- Build Good team HR TEAM, and divide into three categories Admin, Recruitment and HR specialist
- Maintain good relationship between Employee and Employer.

5. AFRICA HARMONY INDUSTRY & TRADE LIMITED

POSITION: ASSISTANCE HUMAN ADMINISTRATION MANAGER (2023-2024 UP TO DATE)

Company deal with FMCG material such as KORIE RICE & COOKING OIL, NICEONE, BABY DIAPERS AND GOODONE, Cooperate company with URHOME COMPANY LIMITED, BOMET CORPORATION LIMITED, PRANCE INTERNATIONAL INDUSTRIAL TRADE COMPANY LIMITED and WILMAR TANZANIA LIMITED.

JOB ROLE

- NSSF; registration of employee to the Employer portal, update the payroll to the portal, sign all staff Benefit claim form such as maternity leave, insurance and benefits, Contribution and Generation of control number
- OSHA; Control WIMS system (Employer osha system), Registration of workplace, follow up inspection such as osha medical examination inspection, osha training, OSHA compliance and certificate for all company
- Fire safety and rescue Authority: fire certificate, follow up inspection report and fee, fire awareness training and warden for all company
- Municipal concern: such as Business licence, environment certificate, Tarula permit and others
- Control department charges such as purchase or sell of company car, office supply and stationary,
- Security management and supervising for all company workplace cooperate with G4S secure company in Dar es salaam and Mwanza
- Vehicle tracking and scheduling, such as company vehicle fuel, driver scheduling, airport arrangement for new foreigner
- Monitoring Transportation expenses such as Business trip air flying tickets and local transport control use Bolt in different office task
- Cooperate with sales department for prosper of company
- Leave management and attendance checklist for all company staff
- Renew of employee Contract
- CMA
- Supervising IT for internet guiding and make sure well allocate and usefully
- Recruitment of new staff according to company needs, use different way like advertisement, Recommendation and marketing

LANGUAGE SPOKEN

Fluent in English and Kiswahili (Speaking, Reading and Writing)

SKILLS

Computer Skills,
Internet,
E-mails operation
Problem solving techniques

HOBBIES

Reading of journals and articles, travelling and watching cinemas.

REFEREES

1. Dr. Felichesmi Lyakurwa
Head of Department of Engineering Management Studies (EMS)
Mzumbe University- Faculty of Science and Technology,
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MOROGORO-TANZANIA
2. CHARLES MTEI
CEO MARICHA CREDIT COMPANY
MWANZA TANZANIA