

## **CURRICULLUM VITAE**

**Name: Joan Stanley Paul**

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A hardworking, creative, team player, time manager and results-oriented professional with eager to learn and share with others through training and demonstration. Moreover, I have the ability to establish rapport with both clients/colleagues and motivates individuals to achieve organizational goals. I have been able to acquire knowledge and experience for more than 4 years in different aspects of Human Resources Management, Administration, Sales & Marketing, Customer service, Planning and Digital Marketing with proficiency in Microsoft applications packages especially Microsoft word, Microsoft Excel and MicrosoftPowerPoint.

My goal is to make the most of my potential and learn more of what's within my field to enhance my creativity for better achievements in my career and Organization that I am working with.

### **Work Experience**

**Organization: CKOP AFRICA LIMITED**

**Duration: August2023-Present**

**Designation: Seles Representative.**

**Duties/ Responsibilities.**

- ❖ Customer management through retaining and engagement.
- ❖ Managing mobile stocks.
- ❖ Resolving customer complaints.
- ❖ Tracking and managing customer loans accounts.

**Organization: TRANSWORD COMPANY LIMITED**

**Duration: MAR2022–August2023**

**Designation: Passenger Service Supervisor**

**Duties/ Responsibilities.**

- ❖ Overseeing and assessing customer service staff activities and providing them with regular performance-related feedback.
- ❖ Strategizing and monitoring the daily activities of customer service operations.
- ❖ Assisting customer service staff with duties where required.
- ❖ Training staff in areas of customer service and company policies.
- ❖ Managing cashier coverage and customer flow to ensure proficient customer service.
- ❖ Monitoring and authenticating returns, exchanges, and voids.
- ❖ Investigating and solving customer service complaints.
- ❖ Assisting with the development and implementation of service policies, and explaining these to staff and customers.
- ❖ Maintaining documentation pertaining to customer service
- ❖ Performing additional duties where needed.

**Organization: National Aviation Service, Dar es Salaam**

**Duration: May2019 – January2020**

**Designation: Customer Service Team Leader**

**Duties/ Responsibilities.**

- ❖ Manage passenger baggage processing including handling and fee calculation if applicable.
- ❖ Make public address announcements as required.
- ❖ Produce work-related documentation when required.
- ❖ Direct passengers through Customs, Immigration, and quarantine as required.
- ❖ Assist passengers with self-service check-in kiosks.
- ❖ Issue boarding passes and reschedule passengers affected by flight interruptions or cancellation.
- ❖ Always maintain the highest standards of safety and security.
- ❖ Assist colleagues in other areas of the airport to ensure that wheelchairs, strollers and gate checked bags (cleared through security) are made available for loading upon departure and delivery to passengers upon arrival.

**Organization: Swiss port International Company**

**Duration: November2015 – March 2019**

**Designation: Customer Service Representative**

**Duties/ Responsibilities.**

- ❖ To verify the passengers 'travel document.
- ❖ To check in a passenger and print him with a boarding pass.
- ❖ Operate computers and specialist equipment such as air-bridge, scanners, and airline specific Software.
- ❖ Create and update records to ensure accuracy and validity of information.
- ❖ Maintain confidentiality of documents and ensure files are kept properly.
- ❖ To correct necessary documents from the flights related to passenger.
- ❖ Sorting and distributing information in a timely manner with clients, stakeholders and other staff.
- ❖ To handle a passenger and provide with fully best customer services.

**Organization: DCB Bank - Dar Es Salaam**

**Duration: April 2013 up to June 2013**

**Designation: Field Practical Training**

**Duties/ Responsibilities.**

- ❖ Schedule/plan meetings and appointments
- ❖ Assisting new customer to open new bank account
- ❖ Working in a team to find solutions or give information about various issues
- ❖ Keeping / Maintaining records of customers and other important documents

**Organization: SHADECO-IRINGA**

**Duration: From April 2010 to August 2010**

**Designation: Marketing officer**

**Duties/ Responsibilities.**

- ❖ Schedule staff meetings and arranging marketing zones.
- ❖ Identifying and selecting candidates with the potential through an interview process
- ❖ Working in a team to find solutions or give information about various issues.
- ❖ Keeping / Maintaining records of customers and other important documents
- ❖ Performing other duties as may be assigned with supervisors.

## Education Background

- ❖ Tropical Institute Centre – Arusha, Tanzania  
**Award:** Diploma In Human Resources Managment . **2010 - 2011**
- ❖ Bishop Durning High School – Arusha, Tanzania  
**Award:** Advance Certificate Education **2007 – 2009**

## Other Academic Qualification

- ❖ Institution: University of Computing Centre 2010 Course: Certificate of Computer Course  
**Award:** Certificate of Completion

## Skills

- ❖ Management, Team building, Research, Negotiation, Administration, Communication, Networking,
- ❖ Adaptability, Organization, Content writing, Digital marketing, and software skills.

## Referees

Name: Patrick Mahimbo  
Title: Station Manager Zanzibar  
Employer: KLM Royal Dutch  
Mobile: +255 712 307 188

Name: Essam Manyoroga  
Title: Training Manager  
Employer: Dnata Aviation Limited Zanzibar  
Mobile: +255 753 111 747

Name: Njikalia Mrema  
Title: Manager Card Disputes  
Employer: NMB Bank Plc  
Mobile: +255 768 436 639

## Declarations

I declare that the information provided is complete and correct to the best of my knowledge. I understand that any false information supplied could lead to my application being disqualified or my discharge if I am appointed.