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### **Summary;**

Talented Customer Service Managing with a proven record of success in surpassing profit goals. Understands how to bring in and retain customers with expert promotional strategies. History surpassing targets with strengths in budget control, employee motivation and marketing.

### **EXPERIENCE**

#### **NANNY AT MAYA'S FAMILY**

I have experience of any age. Cared for a 3 months old baby and provided her with care, genuine love, comfort, time and mostly attention, cleaning and cooking. Until she was 3 years old. His baby brother came along. Maintaining a clean safe environment (diaper changing and room cleaning for children at all times. Also care of children in case of injury or illness. Meals preparations as time schedule and laundry.

Teaching the children appropriate social behaviors, manners such as being respectful. Managing their school transportation pickup/drop up, homework and education academics on their improvements. Assisting them in their birthday parties and different activities such as playgrounds, swimming.

#### **Supermarket supervisor**

Michenzani Mall 02/2020 - 02/2022 - Managed store employees, addressed customer complaints, and ensured inventory availability - Organized store layout and product displays for optimal sales - Prepared schedules for daily, weekly, and monthly sale activities.

#### **Hostess**

-Welcoming guests as they arrive, and seating guests.

-Managing reservations, and maintaining a clean and organized entrance and waiting area. -Answer guest inquiries, coordinate with staff to ensure smooth service, -Handle special requests, manage waitlists, and provide excellent customer service to enhance the dining experience. -Creating a positive first impression and ensuring guests feel valued, well-attended during their visit.

#### **Air Tanzania Airline**

Flight Operations Officer 01/2018 - 05/2018 - Managed flight operations, briefed crew, and handled flight planning - ensured compliance with safety regulations and communicated with air traffic control - Proficient in radar data reading and prepared voyage reports

#### **Housekeeping Supervisor**

Uroa House Inn 02/2009 - 04/2012 - Managed housekeeping tasks and staff schedules - educated staff on cleanliness and hygiene standards - Oversaw inventory, tracked member usage, and ensured safety precautions - Provided high-quality customer service and conducted orientation training

#### **P: E / Sport Teacher**

#### **LAUREATE SCHOOL 2015-2017**

Responsible for planning different kinds of sports activities from different age abilities, it is also a benefits of physical exercise for the health and wellbeing of all students. P.E classes, training sessions, motivate

students to fulfil their potential, teach safety rules related to each activity. Set assignment recording and marks, updated records for the school. Planning competitions of the activity that have learned and talk to parents about their children's progress.

### **Swimming Teacher**

Laureate School 01/2015 - 01/2017 - Stone Town club

Demonstrated swimming techniques, ensured lifesaving safety, and supervised assistants

- Laureate School & Private Coach): Provided swimming lessons and water safety.
- Planning and teaching swimming techniques and strokes and water safety rules to students with varying abilities. -Monitoring and preventing accident injuries, teaching programs accordingly and planning swimming lessons that account students' abilities and progressive recording.
- Also provide first AID when needed and CPR

### **Lifeguard**

-Monitored and supervised activities in the pool and beach areas to ensure safety, unruly behavior for swimmers and guests. Provide daily checking equipment and facilities to ensure proper functioning safety standards. Enforce rules and regulations while dealing with any violations to prevent accidents and injuries. Responding to emergencies quickly and efficiently, performing water safety rescue and First Aid, CPR,when necessary for life threatening until paramedics arrive on the scene.

### **School bus attendant/ Conductor** 01/2015 - 01/2017

Student Safety on boarding and exiting the bus safely also assist the disable students on and off.Ensure students are seated and follow safety rules.Supervision student behavior,Address any disciplinary issues during the ride.Assistance:Help young or special needs students with seating and securing seatbelts.Provide help in emergencies and first aid if necessary.Communicating with parents and school staff about student issues,incident or concerns.Coordinate with the driver on routes, stops and student needs.

### **Call Centre/Customer service**

Zantel Telecommunication 2014 -2015 - Handled customer contacts, filling in database , calls, emails, and faxes professionally - Resolved customer complaints, provided product advice, face to face over the telephone, undertake other duties time to time contribute in meetings and maintained call logs - Achieved high call quality and demonstrated flexibility in working shifts

### **Floor supervisor**

Supervise daily operations on floor,managing tsam members guiding them resolving issue,to improve their skills.Managing inventory levels,stocks ,record daily activies eg reports,attendance and peformance.Maintaing cleanliness, guest rooms,safety protocol working environment. Customer,resolving complaints, empathy with customer.

### **Housekeeping at michenzani apartment**

-Cleaning:Dusting,sweeping,mopping,vacuuuming, and polishing surfaces.Changing bed sheets, pillowcases, and towels.Restocking Supplies: Toiletries, towels, and other essentials.Waste Disposal,emptying trash bins.Room Inspection: Checking for maintenance issues and reporting needed repairs.Safety Compliance: Using cleaning chemicals safely and following health and safety guidelines,-Customer Service responding to guest requests, ensuring their comfort.

### **Caregiver**

-Hygiene care (bathing, dressing, diaper changing), Also clean environment mopping ,dusting and vacuuming making beds.Transportation doctor's appointment visiting plus meditations picking up.Medication management, because of illness we remind them and making sure medicine are well taken in time.Companionship and comfort them in loneliness or depression to give them a valuable care. Meal preparation make a health food them some need hand on hand help.Mobility assistance sometime they need a push on hand inside and outside the house

**SKILLS**

Customer Service, Retail Management, Microsoft Office, Food service, Time management, Communication skills, Computer literacy, hotel, apartment experience, Water rescue & safety

**\*\*Knowledge OF Office Management\*\*** - Fluent in English and Swahili - excellent customer care, organization, and communication skills - Proficient in Microsoft Word, excel, and computerized flight planning - experienced in office document management.

**EDUCATION****FLIGHT OPERATIONS OFFICER/ FLIGHT DISPATCHER**

- CERTIFICATE AT TANZANIA CIVIL AVIATION AUTHORITY
- FLIGHT DISPATCHER LICENCE
- ADVANCED CERTIFICATE OF SECONDARY SCHOOL LEAVING CERTIFICATE AL HARAMAIN ISLAMIC SECONDARY SCHOOL 01/2011
- CERTIFICATE OF SECONDARY EDUCATION EXAMINATION HIGH VIEW INT SCHOOL
- INTERNATIONAL FEDERATION SWIMMING TEACHER'S ASSOCIATION
- [BRONZE MEDALLION CERTIFICATE](#)
- TANZANIA LIFE SAVING SOCIETY

**LANGUAGES**

English, Swahili

**REFERENCE**

NAME: SALHA MOHD

POSITION: SECRETARY

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