

SULEIMAN ALLY KAISI

UNITED REPUBLIC OF TANZANIA
DAR ES SALAAM,
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SUMMARY

Degree in Accounting. Highly detail-oriented individual, eager to contribute towards the building of a strong finance team. Skilled at handling Audit projects and Balance Sheets. Knowledge and understanding of various Accounting and Finance tools.

SKILLS HIGHLIGHTS

- Team player
- Computer skills
- Microsoft excel and word
- Data entry and Registration
- Auditing and compliance
- Time management and Hard working
- Customer service
- Problem-solving skills
- Active listening

EMPLOYMENT HISTORY

Customer service officer : 2022 to Present

Dexintec Finance Tanzania Limited

- Coordinate internal resources and third parties /vendors for the flawless execution of customer-related issues.
- Follow up on clients to ensure proper complaints resolution and customer satisfaction.
- Attend conferences and training as required to maintain proficiency.
- Respond quickly to complaints, answer questions and solve simple problems.
- Occasionally attend group meetings or visit individual clients at their business premises, both scheduled and impromptu visits to check for and resolve client complaints.
- Refer to Product Development Manager for more serious issues.
- Train field staff to handle complaints (e.g. The importance of client complaints in improving client relations and mitigating risks such as client exit).
- Report and escalate unresolved issues to management as needed.
- Update the database/register when a complaint is resolved.
- Create and maintain reports about customer feedback.
- Analyze complaint trend and prepare periodic reports/presentation for management in all meetings.

Kwamivinjeni Dispensary

Accountant 2022

- Manage all accounting transactions.
- Prepare budget forecasts.
- Publish financial statements in time.
- Handle monthly, quarterly and annual closings.
- Reconcile accounts payable and receivable.
- Ensure timely bank payments.
- Compute taxes and prepare tax returns.
- Manage balance sheets and profit/loss statements.
- Report on the company's financial health and liquidity.
- Audit financial transactions and documents.
- Reinforce financial data confidentiality and conduct database backups when necessary.

Wananchi Cable (T) Limited {zuku} as field practical

Customer service.2021

- Manage the Customer service department to provide exceptional service at all times and provide a benchmark of service delivery to be used by all other departments within the organization.
- Develop tools such as questionnaires and surveys aimed at recognizing customer needs and developing proactive mechanisms of meeting and surpassing these needs.
- Manage customer queries and complaints by taking ownership and resolving in a timely manner as well as ensuring that customers are advised of the most appropriate delivery channels to meet their needs.
- Manage the Call Centre in an effective and efficient manner so as to provide a seamless and one point of support to all our clients
- Daily monitoring of the customer complaints register to ensure constant update and timely resolution whilst compiling feedback on recurrent issues for management information use.
- Achieve operational excellence in all aspects of procedures and processes undertaken to ensure satisfactory audit ratings by familiarizing the team on and fully complying with the departmental & organizational operation policies, procedures and relevant ICT regulations & legislation in responding to and resolving any queries relating to the unit's operations, whilst contributing to procedures development and improvement through continuous reviews.
- Guide the team to develop a professional work ethic and motivate staff by ensuring that they are properly and promptly recognized.

National social security fund [NSSF]

Compliance: 2020 as field practical.

- Customer To inspect Employers thorough, survey, Follow up and routine Inspection with a view to ensure compliance
- Facilitate registration of new Employers and members
- Clearance of delinquent cases.
- Dishonored chequered a. Under/ overpayments b. Suspense cases c. Manual checking d. Undefined receipt, etc
- Ensure Collection of Contribution and penalties from employer.
- Conduct Seminars Pertaining to NSSF matters. National social security fund Customer.

National social security fund [NSSF]

Registration: 2019 as field practical.

- Register new member and employees to NSSF.
- Payment of benefits to members.
- Printing card to new member.
- Collection of contributions.
- Investing of the collected contributions.

EDUCATION

Bachelor in Accountancy - ACCOUNTANCY

College of business education, Dares salaam

OCT 2018 - NOV 2022

A-level

Kirinjiko Islamic secondary school, Kilimanjaro

JUL 2016 - MAY 2018

O-level

Chamazi Islamic Secondary School, Dares salaam

JAN 2012 - SEP 2015

LANGUAGE

- English fluent
- Kiswahili

INTEREST

- I have few interesting hobbies;
- Playing and watch Football.
- Socializing.
- Coordination and making things to happen.

REFEREES

Shukurani Elizabeth Masima

Position; NSSF Temeke senior compliance officer
National social security fund (NSSF)
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Mussa kongola

Position: Maintenance Leader
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