
NOLLAN ANOLD

Dar Es Salaam Tanzania ♦ 255695551491 ♦ nollanarnold@gmail.com

PROFESSIONAL SUMMARY

Enthusiastic Customer Experience Professional with a demonstrated history of working in the Gaming/Betting industry. Proven track record of exceeding customer expectations, fostering teamwork, and driving results. Skilled in conflict resolution, problem-solving, and building strong relationships.

SKILLS

- Communication
- Team player
- Problem solving
- Multi-tasking ability
- Planning and organizing
- Leadership
- Documentation and Reporting

WORK HISTORY

Activation Manager, 10/2023 - Current

Parimatch Africa – Dar Es Salaam, Tanzania

- Developing and implementing comprehensive brand activation plans
- Building and maintaining a calendar of activation events
- Recruitment of high performing Upcountry Team Leaders and Activation Agents
- Provides training (brand messaging, product knowledge, activation mechanics, and customer service skills) for Team Leaders effectively
- Leading and managing the Activation Team as a whole
- Collect, analyze, and enter data accurately.
- Prepare insightful reports on campaign performance
- Evaluate the effectiveness of previous campaigns
- Organize and manage grassroots programme
- Perform any other duties assigned by the PR and Marketing Manager

Customer Support Team Lead, 06/2022 - 06/2023

360/10bet limited – Dar es Salaam, Tanzania

- Monitored closely Team KPI's and planning tasks of the team according to the business needs
- Trained staff on customer service best practices and protocols to maximize efficiency and improve customer satisfaction
- Acted as a focal point of escalations and follow up on the front-line issues and needs

- Motivated and developed employees to overcome challenges and achieve goals to boost efficiency and performance.
- Identified and resolved customer service and product control issues to minimize adverse effects to management and business direction
- Participated in weekly and monthly team meeting with regional support manager and other leads from different countries
- Revised, analyzed, came up with new ideas and updating the department's processes/ procedures
- Prepared reports on weekly/ monthly basis as needed.
- Proper task distribution among the agents and reorganization of the pre-defined task schedule during shifts according to the workload.
- Proactively participated in one-to-one coaching sessions with agents in order to provide constructive feedback and improve quality of work and needed skills
- Prepared and conducted of the performance reviews (on every 6 months, based on agent's performance)

Shift Leader, 07/2021 - 05/2022

360/10bet limited – Dar es Salaam, Tanzania

- Supervised agents, assign duties and creating a shift schedule
- Identified and escalate priority issues to the relevant department such as CRM, Incidents, payment team etc
- Managed social media platforms to ensure all queries are responded accordingly (Facebook, Instagram, Live chat, and Twitter)
- Prepared and provided trainings regarding our products for the new and existing agents
- Evaluated performance through QA and knowledge test
- Monitored team performance and ensuring duties are performed efficiently
- Prepared and presented daily, weekly and monthly shift reports
- Coached team members and preparing trainings for new procedures
- Organized activations to increase brand awareness and new customers
- Performed any other duties assigned by the operational manager.

Customers service representative, 01/2018 - 07/2021

SPORTPESA LIMITED

- Handled customer queries via the phone, email, Live chat, Facebook, Twitter and Instagram (social media)
- Educate current and potential customers with product and service information
- Maintained accurate customer records
- Identified and escalate priority issues to the Team Leader
- Interacted with customers through activation follow-up on new products and promotions
- Performed all duties assigned by supervisors.

TANZANIA-CHINA FRIENDSHIP TEXTILE CO. LTD

- Handled Managed full recruitment process including job posting and CV screening of the short term contract employees
- Designed and distributed internal employee communications via web and print
- Interpreted and explained human resources policies, procedures or regulations
- Analyzed employment-related data and prepared reports
- Contacted job applicants to inform of application status
- Updated internal databases with new employee information, contact details and employment forms
- Organized and stored employment forms and information.

EDUCATION

BACHELOR'S DEGREE IN HUMAN RESOURCE PLANNING AND MANAGEMENT: 10/2016

Institute of Rural Development Planning {IRDP} - Dodoma

DIPLOMA IN DEVELOPMENT PLANNING: 09/2013

Institute of Rural Development Planning {IRDP} - Dodoma

CERTIFICATE IN RURAL DEVELOPMENT PLANNING: 09/2011

Institute of rural development planning {IRDP} - Dodoma

SHORTCOURSES ATTENDED

- Xero Accounting Complete Course
- Anti-Money Laundering In Gambling
- Anti-Money Laundering Concepts, aml, Kyc and Compliance
- Zendesk For Customer Service Complete Course
- Business Fundamental: Marketing Strategy
- Leadership: Practical Leadership Skills
- Feedback Is Fuel
- Embracing A Culture Of Feedback
- Customer Success Manager: Fundamentals To Your Csm Career

REFERENCES

- Levis Paul, Marketing Manager, Parimatch Dar es salaam, 0768009009, levispaul20s@gmail.com
- Nasra Ally, Human Resource Manager, 360/10bet ltd, 0673382298
- George Tungu, Customer care Manager, Sportpesa, Dar es salaam , Tanzania. 0765344636, georgetungu664@gmail.com