

## **CURRICULUM VITAE**

### **PERSONAL STATEMENT**

Full name Charles Matiko  
Date of Birth 06 August 1992  
Gender Male  
Marital Status Married  
Nationality Tanzanian  
Age 32 years old  
Religion Christian  
Language Swahili & English  
Mobile 0678 623 121 /0766623195  
Email address matikochacha01@gmail.com

### **EDUCATION QUALIFICATION**

Year	Place attended Award	Award
July 2015-June2017	Kilimanjaro instute of technology (Dar es salaam	Diploma of Informatio and Communication Technology
July 2013 – June 2014	Data Star Training College (Dar es Salaam)	Certificate of Information Technology (IT)
January 2006 – October 2009	Tarime – Mara – Tanzania	Certificate of Secondary Education (CSEE)
January 1999 – September 2005	Sang’anga Primary School	Certificate of Primary Education

### **PROFILE**

Dedicated and results-driven Customer Support Agent with over 5 years of experience in providing exceptional customer service and resolving inquiries and issues in a timely and efficient manner. Proven track record of maintaining high customer satisfaction ratings through effective communication, problem-solving, and attention to detail. Skilled in utilizing CRM systems and ticketing platforms to manage customer interactions and ensure timely resolution. Strong interpersonal skills and ability to work collaboratively with cross-functional teams to deliver superior customer support. Passionate about delivering a positive customer experience and committed to exceeding customer expectations.

### **WORKING EXPERIENCE**

**JAN 2023-FEB 2024: BETPAWA CUSTOMER SUPPORT REPRESENTATIVE.**

### **RESPONSIBILITIES PERFORMED**

- Providing prompt and courteous assistance to customers via various channels such as phone, email, live chat, and social media regarding their accounts, betting queries, and technical issues.
- Resolving customer complaints, concerns, and inquiries effectively and in line with company policies and procedures.

- Assisting customers with technical issues related to the BetPawa platform, including website navigation, mobile app usage, and account settings.
- Managing customer accounts, including processing deposits, withdrawals, and verifying customer identities in compliance with regulatory requirements.
- Maintaining a comprehensive understanding of BetPawa's betting products, services, promotions, and terms and conditions to provide accurate information to customers.
- Ensuring compliance with gambling regulations and promoting responsible gambling practices, including age verification and assisting customers with self-exclusion requests.
- Documenting all customer interactions and transactions accurately in the company's customer relationship management (CRM) system.
- Escalating complex or unresolved customer issues to appropriate departments or management for further investigation and resolution.
- Providing feedback to management on recurring customer issues or trends to help improve products, services, and customer satisfaction.
- Collaborating with other departments such as finance and marketing to resolve customer issues and improve service delivery.
- Contribute to maintaining high levels of customer satisfaction and retention at BetPawa while upholding the company's reputation for excellent customer service and compliance with industry standards.

## **JULY 2021-DEC 2022: 10BET AFRICA CUSTOMER SUPPORT REPRESENTATIVE.**

### **RESPONSIBILITIES PERFORMED**

- Providing timely and accurate information to customers regarding their accounts, betting options, promotions, and any other inquiries they may have.
- Addressing and resolving customer complaints, concerns, and issues effectively and in accordance with company policies.
- Assisting customers with technical issues related to the website, mobile app, or other digital platforms used for betting.
- Managing customer accounts, including processing deposits, withdrawals, and verifying customer identities in compliance with regulatory requirements.
- Ensuring compliance with gambling regulations and responsible gaming practices, including age verification and self-exclusion procedures.
- Maintaining a thorough understanding of 10Bet's betting products, services, and policies to provide accurate information to customers.

- Communicating proactively with customers via email, live chat, and telephone to enhance their overall experience and satisfaction.
- Documenting all customer interactions and transactions accurately in the company's customer relationship management (CRM) system.
- Collaborating with other departments, such as finance and marketing, to resolve customer issues and improve service delivery.
- Identifying opportunities for improving customer service processes and procedures to enhance efficiency and customer satisfaction.

## **FEB 2018-MARCH 2020: MERIDIANBET SHOP CASHIER**

### **RESPONSIBILITIES PERFORMED**

- Accurately processing cash and transactions for customers placing bets or redeeming winnings.
- Providing friendly and efficient customer service, including answering questions about betting options, odds, and payout calculations.
- Verifying the authenticity and validity of betting tickets presented by customers.
- Calculating and disbursing payouts to customers based on betting outcomes, ensuring accuracy and compliance with company policies.
- Managing customer accounts, including processing deposits and withdrawals in accordance with established procedures and regulatory requirements.
- Handling and balancing cash floats and maintaining accurate records of all transactions throughout the shift.
- Ensuring compliance with gambling regulations, including age verification and responsible gambling guidelines.
- Maintaining the security of cash and betting tickets, following procedures to prevent theft or fraud.
- Informing customers about current promotions, bonuses, and special offers to encourage additional betting activity.
- Compiling daily transaction reports and other documentation as required by management or regulatory authorities.

### **CUSTOMER SUPPORT REPRESENTATIVE ACHIEVEMENT**

- Achieved a customer satisfaction rating of over 95% through consistently providing prompt and effective solutions to customer inquiries and issues, resulting in increased customer loyalty and retention.
- Receiving positive feedback from customers, and resolving complex issues effectively and efficiently.

- Reducing response times or increasing first-call resolution rates, showcasing the ability to provide prompt and effective solutions to customer inquiries.
- Showcasing tangible results that demonstrate exceptional customer support skills and a commitment to delivering outstanding service.

- Successfully resolved an average of over 50 customer inquiries per day across multiple communication channels, maintaining a customer satisfaction rating of over 95%.
- Recognized as the top performer in the customer support team for three consecutive quarters, consistently meeting and exceeding performance targets.
- Collaborated with cross-functional teams to identify and address recurring customer issues, resulting in a 15% reduction in customer complaints.
- Trained and mentored new team members on best practices for handling customer inquiries and resolving issues efficiently.

### **OTHER PERSONAL SKILLS**

- Computer Maintenance
- Microsoft Office (Word, Excel)
- Access, Power Point, Outlook
- Email and Internet Browsing
- Email and Management system
- Printer Trouble shooting
- Sales and marketing
- Entrepreneur

### **PERSONAL INTEREST**

- Playing Computer Games
- Reading
- Traveling

### **REFEREES**

1. Antony Valonge  
Teacher Kisauke Primary  
P.O.Box 92301  
Dar es Salaam  
Tel: +255 719 476 224  
Email: antonyvalonge@gmail.com
2. Christopher Joshua  
Betpawa  
Customer support representative Manager  
Dar es Salaam  
Tel: +255 712 780 910

3. Nickson Mtega  
Human resource manager  
Bittech(meridianbet)  
Dar es Salaam  
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