

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
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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:

MARCH 2024 TO PRESENT: CUSTOMER SUPPORT SUPERVISOR AT KINGBET.

RESPONSIBILITIES PERFORMING:

- Ensuring customers receive excellent and satisfactory service.
- Resolving customer complaints and issues promptly and effectively.
- Offering ongoing training to the team on products, services, and new procedures.
- Developing strategies to improve the efficiency of customer service.

- Tracking team performance through reports and key performance indicators (KPIs).
- Providing feedback and performance evaluations to team members.
- Collaborating with other departments within the company to ensure excellent customer service.
- Liaising with product and development teams to convey customer feedback.
- Ensuring that the tools and resources needed for customer service are available and functioning properly.
- Collecting and analyzing customer service data to identify areas for improvement.
- Preparing performance reports and presenting them to management.
- Developing and implementing customer service policies and procedures to enhance the customer experience.
- Ensuring all policies and procedures are followed by the customer support team.
- Establishing and maintaining good relationships with long-term customers.
- Handling specific issues of key customers (VIP clients).
- Understanding the needs and expectations of customers and ensuring they are met.
- Advising the company on best practices to improve customer service.
- Setting team goals and ensuring they are met.

DEC 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
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